

NAME OF THE COURSE		OPERATIONS MANAGEMENT I				
Code	EUB205	Year of study	3.			
Course teacher	Dragana Grubišić, Ph.D. Srećko Goić, Ph.D..	Credits (ECTS)	5			
Associate teachers	Doris Podrug, mag.oec.	Type of instruction (number of hours)	L	S	E	F
			26		26	
Status of the course	Obligatory core course.	Percentage of application of e-learning	40%			
COURSE DESCRIPTION						
Course objectives	The basic objective is that students discover similarities and differences in managing companies in various industries.					
Course enrolment requirements and entry competences required for the course						
Learning outcomes expected at the level of the course (4 to 10 learning outcomes)	Learning outcomes: The content of this course will prepare students to make decisions in the area of operations management specific for certain industries (level 6 according to CQF).					
	Individual learning outcomes: 1. Critically evaluate production strategies and stages of new product development (level 6 according to CQF). 2. Classify and evaluate quality costs (level 6 according to CQF). 3. Identify and compare types of production, i.e. service processes (level 6 according to CQF). 4. Valorise process design decisions related to process flow and resource allocation (level 6 according to CQF). 5. Recommend decisions on production planning – from forecasting, layout of facilities, aggregate and operational planning (level 6 according to CQF).					
Course content broken down in detail by weekly class schedule (syllabus)	Lectures		Exercises			
	Theme	Hours	Theme	Hours		
	1. Introduction; Production function and Strategy	2	1. Team work: Business strategy	2		
	2. Development of a new product; Technology Development Process	2	2. Team work: Quality house	2		
	3. Quality concept; Planning and quality control; Quality costs	2	3. Team work: Tasks and Quality topics	2		
	4. Process selection	2	4. Team work: Process selection	2		
	5. The term of services; Service matrix; Service system	2	5. Team work: Services	2		
	6. Choice of technology	2	6. Team work: Technology	2		
	7. Process flow analysis	2	7. Team work: Process flow analysis	2		
	8. 1. colloquium		8. 1. colloquium			
	9. Layout of facilities	2	Tasks: Layout of facilities – interrupted processes 1	2		
	10. Forecasting	2	10. Tasks: Layout of facilities – interrupted processes 2	2		

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	11. Decision on capacities	2	11. Tasks: Layout of facilities – line processes 1	2		
	12. Aggregate planning	2	12. Team work:-Tasks: Layout of facilities – line processes 2	2		
	13. Production planning	2	13. Tasks: Production planning	2		
	14. Supplies	2	14. Tasks: Production planning	2		
	15. 2. colloquium		2. colloquium			
Format of instruction	<input checked="" type="checkbox"/> lectures <input type="checkbox"/> seminars and workshops <input checked="" type="checkbox"/> exercises <input type="checkbox"/> on line in entirety <input checked="" type="checkbox"/> partial e-learning <input checked="" type="checkbox"/> field work		<input checked="" type="checkbox"/> independent assignments <input type="checkbox"/> multimedia <input type="checkbox"/> laboratory <input type="checkbox"/> work with mentor <input type="checkbox"/> (other)			
Student responsibilities	The condition for signing and taking the exam is a minimum attendance of 70% for full-time students and 35% for part-time students. Attending classes assumes active participation in group work on exercisers.					
Screening student work (name the proportion of ECTS credits for each activity so that the total number of ECTS credits is equal to the ECTS value of the course)	Class attendance	0,5	Research		Practical training	0,5
	Experimental work		Report		(Other)	
	Essay		Seminar essay		(Other)	
	Tests	4	Oral exam		(Other)	
	Written exam		Project		(Other)	
Grading and evaluating student work in class and at the final exam	During semester students will have two colloquia. Students can get rid of the exam by successfully completing both colloquia (tasks totaling at least 50% and total theory at least 60%). In order to gain access to the second colloquium, the first must achieve at least 40% of the tasks and 45% of the theory. The total score is formed by successful resolution of both sessions. Alternatively, if students do not pass the exam through a colloquy, they can take it in writing during the exam period. Students who want a higher rating may answer orally.					
	Additional option: Students during the semester can solve at home quizzes that serve to check the knowledge of a classroom teacher who was listening to a certain week. Quizzes are not mandatory, but bring some benefit. Each quiz consists of ten questions, which are solved at any time between two lectures. If no quiz is resolved within a period of one week, it cannot be resolved in the next few weeks. The student can handle each quiz twice, with the average result of both quizzes being taken. Quizzes need a total of at least 70% accurate answers (out of 10 quizzes). This result can help students get: - a passing grade if 5% or less is missing for that grade (for a total achieved percentage of 50%, grade 2); - a higher grade if the total percentage of correct answers is between the two grades. - The result of quizzes can be used when passing the exam through the colloquium, and only during the summer exam period of the current academic year. The achieved percentage and appropriate grades for written tests are: 0% - 54,5% inadequate (1) 55% - 66,5% sufficient (2) 67% -77,5% good (3) 78% -88,5% very good (4) 89% - 100% excellent (5)					

	Title	Number of copies in the library	Availability via other media
Required literature (available in the library and via other media)	Schroeder, R. G., Upravljanje proizvodnjom. Odlučivanje u funkciji proizvodnje, četvrto izdanje, Mate, Zagreb, 1999.	12	Intranet
	Jacobs, F. R. i Chase, R. B. (2018): Upravljanje operacijama i lancem opskrbe. Zagreb: Mate	1	
	Heizer, J., Render, B. i Munslon, C. (2017): Operations management: Sustainability and Supply Chain Management. 12th ed. Pearson		Internet
Optional literature (at the time of submission of study programme proposal)	Vila, A., Leicher, Z., Planiranje proizvodnje i kontrola rokova, Informator, Zagreb, 1986.		
Quality assurance methods that ensure the acquisition of exit competences	<ul style="list-style-type: none"> Monitoring attendance and performance of other student obligations (teacher) Teaching Supervision (Vice Dean for teaching) Analysis of the success of studies in all subject studies (Vice Dean for teaching) Student Survey on the Quality of Teachers and Teaching for Each Subject Study (UNIST, Center for Quality Improvement) The examination conducted by the subject teacher examines all learning outcomes of the subject. Periodic examination of the content of the exam is conducted on the basis of which the appropriateness of the method of checking the learning outcomes (Vice Dean for teaching) 		
Other (as the proposer wishes to add)			