

NAME OF THE COURSE		OPERATIONS MANAGEMENT I				
Code	EUB205	Year of study	3.			
Course teacher	Dragana Grubišić, Ph.D. Doris Podrug, Ph.D.	Credits (ECTS)	5			
Associate teachers	Doris Podrug, Ph. D.	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)	<p>Learning outcomes:</p> <p>The content of this course will prepare students to make decisions in the area of operations management specific to certain industries (level 6 according to CQF).</p> <p>Individual learning outcomes:</p> <ol style="list-style-type: none"> <li>1. Critically evaluate production strategies and stages of new product development (level 6 according to CQF).</li> <li>2. Classify and evaluate quality costs (level 6 according to CQF).</li> <li>3. Identify and compare types of production, i.e. service processes (level 6 according to CQF).</li> <li>4. Valorise process design decisions related to process flow and resource allocation (level 6 according to CQF).</li> <li>5. Recommend decisions on production planning – from forecasting, layout of facilities, aggregate and operational planning (level 6 according to CQF).</li> </ol>					
Course content broken down in detail by weekly class schedule (syllabus)	Lectures		Exercises			
	Theme	Hours	Theme	Hours		
	1. Operations management – concept and development	2	1. Teamwork: Operations management	2		
	2. Operations strategy	2	2. Teamwork: Operational strategy	2		
	3. Process selection	2	3. Teamwork: Process selection	2		
	4. Process flow analysis	2	4. Teamwork: Process flow analysis	2		
	5. Layout of facilities	2	5. Tasks: Layout of facilities – interrupted processes 1 Team work: Services	2		
	6. Development of a new product	2	6. Tasks: Layout of facilities – interrupted processes 2 Team work: Technology	2		
	7. The term of services; Service matrix; Service system	2	7. Tasks: Layout of facilities – line processes	2		
	8. 1. colloquium		8. 1. colloquium			
	9. Choice of technology and maintenance	2	9. New product development	2		
10. Quality concept; Planning and quality control; Quality costs	2	10. Services	2			

	11. Forecasting	2	11. Technology	2										
	12. Decision on capacities	2	12. Teamwork: Quality	2										
	13. Production planning	2	13. Tasks: Production planning	2										
	14. Guest lecturer	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"/> <i>on line</i> in entirety partial e-learning 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 ( <i>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</i> )	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	<p>During the semester, students will have two colloquia. Students can get rid of the exam by completing both colloquia (tasks totaling at least 50% and 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 formed by the 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.</p> <p><b>Additional option:</b> 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 benefits. 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:</p> <ul style="list-style-type: none"> <li>- a passing grade if 5% or less is missing for that grade (for a total achieved percentage of 50%, grade 2);</li> <li>- a higher grade if the total percentage of correct answers is between the two grades.</li> <li>- 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.</li> </ul> <p>The achieved percentage and appropriate grades for written tests are:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">0% - 54,5%</td> <td style="width: 50%;">inadequate (1)</td> </tr> <tr> <td>55% - 66,5%</td> <td>sufficient (2)</td> </tr> <tr> <td>67% - 77,5%</td> <td>good (3)</td> </tr> <tr> <td>78% - 88,5%</td> <td>very good (4)</td> </tr> <tr> <td>89% - 100%</td> <td>excellent (5)</td> </tr> </table>				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)
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	<b>Title</b>	<b>Number of copies in the library</b>	<b>Availability via other media</b>
Required literature (available in the library and via other media)	Schroeder, R. G. (1999): Upravljanje proizvodnjom. Odlučivanje u funkciji proizvodnje. 4. izdanje. Zagreb: Mate.	12	Library
	Jacobs, F. R. i Chase, R. B. (2018): Upravljanje operacijama i lancem opskrbe. Zagreb: Mate	1	Library
	Heizer, J., Render, B. i Munslon, C. (2017): Operations management: Sustainability and Supply Chain Management. 12th ed. Pearson		Internet pdf
	Grubišić, D. ed. (2022): Operacijski menadžment. Sveučilište Josipa Jurja Strossmayera u Osijeku. Ekonomski fakultet u Osijeku. Sveučilište u Rijeci. Ekonomski fakultet u Rijeci. Sveučilište u Splitu. Ekonomski fakultet u Splitu. Sveučilište u Zagrebu. Ekonomski fakultet u Zagrebu.	10	online library
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"> <li>Monitoring attendance and performance of other student obligations (teacher)</li> <li>Teaching Supervision (Vice-Dean for academic and student affairs)</li> <li>Analysis of the success of studies in all subject studies (Vice-Dean for academic and student affairs)</li> <li>Student Survey on the Quality of Teachers and Teaching for Each Subject Study (UNIST, Center for Quality Improvement)</li> <li>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 academic and student affairs)</li> </ul>		
Other (as the proposer wishes to add)			