



Syllabus of the course «Production and service management»

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| Specialty | <i>All</i> |
| Study Programme | <i>All</i> |
| Study cycle | <i>bachelor</i> |
| Course status | <i>elective</i> |
| Language | <i>English</i> |
| Term | <i>3 year , 5 semester</i> |
| ECTS credits | <i>5</i> |
| Workload | <i>Lectures – 30 hours. Practical studies (seminars) –30 hours. Self-study – 90 hours.</i> |
| Assessment system | <i>Grading</i> |
| Department | <i>Department of Management, Logistics and Innovations Address: Room 225, main building, 9-a, Nauki Avenue, S.Kuznets KhNUE, Kharkiv, Ukraine, 61166 Phone +38 (057) 702-02-65 (3-02) Website https://www.hneu.edu.ua/kafedra-menedzhmentu-logistyky-ta-innovatsij/</i> |
| Teacher (-s) | <i>PHd (Economics), Associate professor, Sigaieva Tetiana</i> |
| Teacher's contacts | <i>tetiana.sigaieva@gmail.com tetiana.sigaieva@hneu.net</i> |
| Days of educational classes | <i>Lectures according to the schedule of the classes Practical studies according to the schedule of the classes</i> |
| Consultations | <i>at the department of management, logistics and innovation offline, according to the schedule, individual, PNS chat</i> |

Learning objectives and skills:

is the formation of skills development of operational strategies, establishment and use of operating systems as the basis for the attainment of the mission.

Structural and logical scheme of studying the course

| Prerequisites | Postreguisites |
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Course content

Content module 1. Operations strategy and managing change

- Topic 1. Introduction to the field
- Topic 2. Operations Strategy and Competitiveness.
- Topic 3. Project management
- Topic 4. Process analysis
- Topic 5. Service process selection and design

Content module 2. Supply chain design

- Topic 6. Supply chain strategy
- Topic 7. Strategic capacity management
- Topic 8. Lean production
- Topic 9. Operations consulting and reengineering
- Topic 10. Aggregate sales and operations planning

Teaching environment (software)

Multimedia projector, S. Kuznets PNS, Corporate Zoom system

Assessment system

Assessment of students' learning outcomes is carried out by the University according to the



cumulative 100-point system.

Current control is carried out during lectures and practical (seminar) classes and aims to assess the level of students' readiness to perform particular tasks, and is assessed by the amount of scored points.

The maximum amount during the semester – 100 points; the minimum amount required is 60 points.

Final control includes the following controls: assignments for the topics; flow control works; presentations on topics.

More detailed information on assessment and grading system is given in the technological card of the course.

Course policies

Teaching of the academic discipline is based on the principles of academic integrity.

Violation of academic integrity includes academic plagiarism, fabrication, falsification, cheating, deception, bribery, and biased assessment.

Education seekers may be brought to the following academic responsibility for breach of academic integrity: repeated assessment of the corresponding type of learning activity.

More detailed information about competencies, learning outcomes, teaching methods, assessment forms, self-study is given in the Course program