



**Syllabus of the educational discipline  
«Production and service management»**

<b>Specialty</b>	<i>All specialties</i>
<b>Educational program</b>	<i>All programs</i>
<b>Level of education</b>	<i>bachelor</i>
<b>Discipline status</b>	<i>selective</i>
<b>Teaching language</b>	<i>English</i>
<b>Course / semester</b>	<i>3 course, 6 semester</i>
<b>Number of credits ECTS</b>	<i>5</i>
<b>Distribution by types of trainings and hours of study</b>	<i>Lectures – 32 hours.</i>
	<i>Practical studies (seminars) –32 hours.</i>
	<i>Independent training – 86 hours.</i>
<b>Form of final assessment</b>	<i>Pass</i>
<b>Department</b>	<i>Department of Management, logistics and innovation Address: Room 225, main building, 9-a, Nauki Avenue, S.Kuznets KhNUE, Kharkiv, Ukraine, 61166 Phone +38 (057) 702-02-65 (3-02) Website <a href="https://www.hneu.edu.ua/kafedra-menedzhmentu-logistyky-ta-ekonomiky">https://www.hneu.edu.ua/kafedra-menedzhmentu-logistyky-ta-ekonomiky</a></i>
<b>Teacher (-s)</b>	<i>PhD (Economics), Assistant of Professor</i>
<b>Teacher's contacts</b>	<i><a href="mailto:tetiana.sigaieva@gmail.com">tetiana.sigaieva@gmail.com</a> <a href="mailto:tetiana.sigaieva@hneu.net">tetiana.sigaieva@hneu.net</a></i>
<b>Days of the classes</b>	<i>according to the schedule</i>
<b>Consultations</b>	<i>according to the schedule of consultations</i>
<p style="text-align: center;"><b>The purpose of the discipline is</b> is the formation of skills development of operational strategies, establishment and use of operating systems as the basis for the attainment of the mission.</p>	
<p style="text-align: center;"><b>Prerequisites for learning</b> management, marketing, business analysis, systems technology formation of students ' scientific world outlook and expertise in the system of the enterprise, its functions and purposes and ensure effective development of business areas of the company</p>	
<p style="text-align: center;"><b>Content of the educational discipline</b></p>	
<p><b>Content module 1. Operations strategy and managing change</b> 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</p>	
<p><b>Content module 2. Supply chain design</b> 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</p>	
<b>Course page on the Moodle platform (personal training system)</b>	<i>Менеджмент виробництва товарів та послуг. Сайт персональних навчальних систем ХНЕУ ім. С. Кузнеця – [Електронний ресурс]. – Режим доступу: <a href="https://pns.hneu.edu.ua/course/view.php?id=7111">https://pns.hneu.edu.ua/course/view.php?id=7111</a></i>
<p style="text-align: center;"><b>Recommended literature</b></p>	
<p>1. Малярєвський Ю.Д., Лабунська С.В., Безкоровайна Л.В. Перспективи управлінського</p>	



обліку: організаційно-економічний механізм як основа ефективної операційної діяльності підприємства [Текст] : монографія / Харківський національний економічний університет. – Х. : ХНЕУ, 2008 – 161 с.

2. Чейз Ричард Б. Производственный и операционный менеджмент / Ричард Б. Чейз, Николас Дж. Эквилайн, Роберт Ф. Якобе; пер. с англ. — 8-е изд. — Москва: Издательский дом "Вильямс", 2012. — 704 с.

3. Ястремська О.М., Годзік В.Ф., Хміль Т.М., Кіржнер Л.О. Організація діяльності підприємства навчальної дисципліни "Операційний менеджмент" [Текст] : навч. посіб. / Харківський національний економічний університет. – Х. : ХНЕУ, 2008 – 222 с.

4. Chase R. B., Aquilano N. J., Jacobs F. R. Operations Management for Competitive Advantage [Текст] – 9-th ed. – Boston : McGraw-Hill, 2001 – 763 p.

5. Lee Seng M. Production and service management / Lee Seng M., Mark J. Schniderjans. – Boston, Toronto : Houghton Mifflin Company, 2016. – 605 p.

**Assessment system of learning outcomes**

*The student is certified if the sum of points obtained by the results of the current and modular control during the semester reached 60 points or more*

*More detailed information on assessment is given in the technological card of the discipline.*

**Accumulation of rating points in the discipline (example)**

Types of training	Max points
lectures	24
practical studies	33
individual task	13
presentation	10
Colloquium	20
<b>Max points</b>	<b>100</b>

**Transference of Simon Kuznets KHNUE Characteristics of Students' Progress into the System of the ECTS Scale**

Total score on a 100-point scale	ECTS assessment scale	Assessment on the national scale	
		for exam, differentiated test, course project (work), practice, training	for pass
90 – 100	A	excellent	pass
82 – 89	B	good	
74 – 81	C	satisfactory	
64 – 73	D		
60 – 63	E	unsatisfactory	not pass
35 – 59	FX		
1 – 34	F		

**Discipline policies**

*Policy of academic integrity,*

*Absenteeism policy,*

*Policy to perform tasks later than the deadline, etc.*

<https://www.hneu.edu.ua/akademichna-dobrochesnist/>

*More detailed information about competencies, learning outcomes, teaching methods, assessment forms, independent training is given in the Syllabus (working plan) of the educational discipline. <https://pns.hneu.edu.ua/mod/assign/view.php?id=180914>*

Syllabus approved at the meeting of the Department «Management, Logistics and Economics».

Protocol №2 from 27.08.2020