 **ANNEX 2**

Project № 617496-EPP-1-2020-1-IT-EPPKA2-CBHE-JP

**UNI-TEL e-course: Draft syllabus and questions on the material production process**

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| **Code of the topic****M\_ 2 \_2,5** | **Name of the topic: Operation Management** |
| **Names of subject experts** | **Email** |
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| **Learning objectives*** Identify an operations system with some known standard configurations
* Make an assessment of the complexity of an operations system
* Compute cycle times for operations and estimate capacity of the system
* Understand the various components of a supply chain and the need to configure them appropriately
* Identify methods for reducing bullwhip effect in supply chains
* Understand and relate the concept of Lean Management to one’s own business situation
* Initiate process & productivity improvement using NVA Analysis
* Use specific tools and techniques to analyze quality problems
* Monitor a process using control charts
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| **Content of the topic:*** Understand key aspects of business operations and lean management including capacity, productivity, quality, and supply chain.
* Analyze and improve business processes in services or in manufacturing by learning how to increase productivity and deliver higher quality standards.
* Learn key concepts include process analysis, bottlenecks, flows rates, and inventory levels, and more.
* Learn to apply the skills to a real-world business.
* Learn the right methods to improve productivity, configure supply chain or address the demand on hand
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| ***Evaluation methods and criteria*** Strategies and policies that have been used include: * **The first,** case of teaching in continuous process in the form of: teaching, then evaluation and feedback to students each week.
* **Second**, engaging the student in the real world with diverse and complementary forms.
* **Third,** the classroom administration interactively addresses the student's name directly to provide feedback and participate in class discussions.
* **Fourth**, holding a workshop with teamwork at appropriate intervals for practice.
* **Fifth**, display of students' acquired scores in Excel format in the classroom for transparency and competition.
* **Sixth**, Distribution of the total score during the semester based on the results of students' work.
* **Seventh,** class management according to the instructions and rules of the class that are announced and taught at the beginning of the semester.
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| **Questions at this point of the process?**Will the learner be able to anticipate where defects may occur and recommend a sound strategy for maintaining quality and stability?Will the student be able to identify, describe and measure the relationship between inputs and outputs and also be able to develop strategies for decreasing inputs while increasing outputs, thereby boosting productivity wherever you see the need to?Will the learner be able to break down operations into processes which can then be improved to maximize profits and efficiency? |