



## Syllabus Academic year 2024-2025

### 1. Information regarding the programme

1.1. Higher education institution	Babeș-Bolyai University
1.2. Faculty	Faculty of Business
1.3. Department	Hospitality services
1.4. Field of study	Business Administration
1.5. Study cycle	Bachelor
1.6. Study programme / Qualification	Business Administration

### 2. Information regarding the course

2.1. Name of the course	Operations Management						
2.2. Code	ILE 0021						
2.3. Course coordinator	Lecturer Dr. Emanuel-Emil Savan						
2.4. Seminar coordinator	Lecturer Dr. Emanuel-Emil Savan						
2.5. Year of study	3	2.6. Semester	1	2.7. Type of evaluation	E	2.8. Type of course	Compulsory

### 3. Total estimated time (hours/semester of didactic activities)

3.1. Hours per week	4	Of which: 3.2. lecture	2	3.3 seminar/laboratory	2
3.4. Total hours in the curriculum	56	Of which: 3.5. lecture	28	3.6. seminar/laboratory	28
Time allotment:					hours
Learning using manual, course support, bibliography, course notes					40
Additional documentation (in libraries, on electronic platforms, field documentation)					16
Preparation for seminars/labs, homework, papers, portfolios and essays					16
Tutorship					2
Evaluations					2
Other activities: Study for the final exam					8
3.7. Total individual study hours					84
3.8. Total hours per semester					126
3.9. Number of ECTS credits					5

### 4. Prerequisites (if necessary)

4.1. curriculum	Not the case
4.2. competencies	Not the case

### 5. Conditions (if necessary)

5.1. for the course	• Students will attend lectures and seminars with mobiles switched
---------------------	--



	off. <ul style="list-style-type: none"> <li>Students are expected to contribute to course through short interventions or specific questions. They are also required to go through the materials given by the teacher.</li> </ul>
5.2. for the seminar /lab activities	<ul style="list-style-type: none"> <li>The date for the assignments is fixed. Deferral is accepted only on extreme mitigating circumstances.</li> </ul>

## 6. Specific competencies acquired

Professional competencies	C2.1. Identification of economic concepts and theories related to companies/ organisations C3.4. Critical and constructive evaluation of how problems related to the operation and administration of a division within companies/ organisations are explained and/ or solved
Transversal competencies	CT1. Implementing ethical principles, norms, and values within one's own rigorous, efficient, and responsible strategy of work;

## 7. Objectives of the course (outcome of the acquired competencies)

7.1. General objective of the course	To familiarize students with the terminology, concepts and specific operations management tools
7.2. Specific objective of the course	<ul style="list-style-type: none"> <li>To learn the concepts related to operations management</li> <li>To describe the basic processing and layout types</li> <li>To introduce students to modern production systems</li> <li>To discuss the main aspects of supply chain management</li> <li>To describe the activities of procurement and to use properly inventory management techniques</li> <li>To introduce students to key issues of quality management</li> </ul>

## 8. Contents

8.1. Course	Teaching method	Remarks (Schedule)
Introduction to Operations Management	Interactive lecture	2 Courses
Competitiveness, Operations strategy, & Productivity	Interactive lecture	2 Courses
Quantitative and Qualitative Forecasting	Interactive lecture	2 Courses
Production Management, JIT, Lean	Interactive lecture	2 Courses
Simulation	Interactive lecture	1 Course
Supply Chain Management	Interactive lecture	1 Course
Logistics	Interactive lecture	1 Course



Inventory management	Interactive lecture	2 Courses
Total Quality Management	Interactive lecture	1 Course
Bibliography	1. A. E. Everett, JR., R. J. Ebert, <i>Managementul producției și al operațiunilor</i> , Editura Teora, București, 2001	
	2. L. Krajewskip, L. Ritzman, M. Malhontra, <i>Operations Management- Processes and Value Chains</i> , Pearson Prentice Hall, 2007	
	3. D. M. Lambert, J.R. Stock, <i>Strategic Logistics Management</i> , Irwin, 1992	
	4. M. Naghi, R. Stegorean, <i>Managementul producției industriale</i> , Editura Dacia, Cluj-Napoca, 2004	
	5. M. Naghi, O. A. Gică, <i>Managementul operațional al producției</i> , Editura Risporint, Cluj-Napoca, 2007	
	6. N. Slack, S. Chambers, R. Johnston, <i>Operations Management</i> , 5 <sup>th</sup> Ed., Prentice Hall, Harlow, 2007	
	7. W.J. Stevenson, <i>Operations Management</i> , 8 <sup>th</sup> Edition, McGraw Hill, 2005	
	8. D. Waters, <i>Logistics: An Introduction to Supply Chain Management</i> , Palgrave-Macmillan, Houndmills, United Kingdom, 2003	

8.2. Seminar / laboratory	Teaching method	Remarks (Schedule)
Introduction	Class discussion	1 Seminar
Productivity	Exercises	1 Seminar
Break-even points	Exercises	1 Seminar
Forecasting	Exercises	2 Seminars
Competitiveness	Case studies	1 Seminar
Lean systems	Case studies	1 Seminar
Supply Chain Management	Case studies	1 Seminar
Simulation	Practical workshop	1 Seminar
Logistics	Case studies	1 Seminar
Inventory management	Case studies	1 Seminar
Total Quality Management	Case studies	1 Seminar
Case study TEST	Test	1 Seminar
Revision	Revision	1 Seminar
Bibliography	1. L. Krajewskip, L. Ritzman, M. Malhontra, <i>Operations Management- Processes and Value Chains</i> , Pearson Prentice Hall, 2007	
	2. D. M. Lambert, J.R. Stock, <i>Strategic Logistics Management</i> , Irwin, 1992	
	3. M. Naghi, R. Stegorean, <i>Managementul producției industriale</i> , Editura Dacia, Cluj-Napoca, 2004	
	4. M. Naghi, O. A. Gică, <i>Managementul operațional al producției</i> , Editura Risporint, Cluj-Napoca, 2007	
	5. N. Slack, S. Chambers, R. Johnston, <i>Operations Management</i> , 5 <sup>th</sup> Ed., Prentice Hall, Harlow, 2007	
	6. W.J. Stevenson, <i>Operations Management</i> , 8 <sup>th</sup> Edition, McGraw Hill, 2005	



7. D. Waters, *Logistics: An Introduction to Supply Chain Management*, Palgrave-Macmillan, Houndmills, United Kingdom, 2003

**9. Corroborating the content of the course with the expectations of the epistemic community, professional associations and representative employers within the field of the program**

- The discipline is always renewed considering the novelties in the field: new standards and practices concerning operations management at international level. Organizational improvement and the usage of operations' management tools is presented considering the newest and the most relevant cases from international and local practice.



## 10. Evaluation

<i>Type of activity</i>	<i>10.1 Evaluation criteria</i>	<i>10.2 Evaluation method</i>	<i>10.3 Share of final grade</i>
<b>10.4. Course</b>	The ability to support their opinions and to provide relevant arguments	The <b>final exam</b> will consist of multiple-choice questions and open questions. In order to consider the grade from the seminar, students have to score <b>at least 5 (five) at the final exam</b> (25% out of 50% of allotted points). Passing grade for the course cannot be obtained if the exam is not passed (5 out of 10).	50 % EXAM
	Active participation to group discussions by formulating personal opinions.		
	Ability to use appropriate concepts, methods and specific procedures		
<b>10.5. Seminar/lab activities</b>	Learning and understanding of issues dealt with at course and seminar;	Students are obliged to actively take part in all classes, involve in case study and exercise discussions during seminars.	20% Case study test
	Ability to explain and use the correct concepts, strategies and tests of critical thinking through;		30% Exercise-based assignment
<b>10.6. Minimum performance standards</b>			
<ul style="list-style-type: none"><li>➤ In order to calculate the final grade by adding up the points obtained during the semester, it is necessary to obtain at least 50% of the score related to the written exam.</li><li>➤ Understanding the basic concepts and main issues related to: operations management, production management, procurement and inventory management, logistics, supply chain management, quality</li></ul>			

**Date**

**Course coordinator**

**Seminar coordinator**

**23.04.2024**

**Lecturer  
Dr. Emanuel-Emil Savan**

**Lecturer  
Dr. Emanuel-Emil Savan**

**Date of approval**

**Head of department**

**22.05.2024**

**Assoc. prof. Marius Bota, PhD**