

Course title: Production and service management

USOS code: 63S1-ZPIU

ECTS credit allocation (and other scores): 4.0

Semester: autumn

Level of study: ISCED-6 - first-cycle programmes (EQF-6)

Branch of science: Social sciences

Language: English

Number of hours per semester: 30

Course coordinator/ Department and e-mail: Katarzyna Łukiewska, Ph.D/Department of Economy's Competitiveness,  
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Type of classes: classes and lectures

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#### Substantive content

**CLASSES:** Production system in enterprise – examples. Planning new product – the concept of innovation, planning to launch an innovation. Material requirements planning. Production volume analysis. Use of the ABC method in planning and controlling of inventory material. Design and implementation of processes – Gantt chart.

**LECTURES:** Production and service management. Product management. Production system in the enterprise. Production efficiency. Planning and control of production and services. Inventory management. Rational organization of the production process. Characteristics of types and forms of production and directions of their improvement. Contemporary methods supporting production and service management.

**Learning purpose:** Provide knowledge about management of production processes in organizations with different economic.

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On completion of the study programme the graduate will gain:

**Knowledge:** The student is able to identify the main areas of management in production and service enterprises and explain the concepts associated with it.

**Skills:** The student analyzes and interprets the phenomena associated with the processes of operations management in production and service enterprises.

**Social Competencies:** The student is an active participant groups (teams) task.

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**Basic literature:** Joseph S. Martinich, 2008. Production and Operations Management, wyd. John

**Supplementary literature:** Łukiewska, K., Wieczorek, A., & Łada, M. (2021). Selected Management Concepts in Supply Chains. *Olsztyn Economic Journal*, 16(1), 29-44., Joëlle Morana 2018. Logistics (Chapter Production Logistics), wyd. ISTE Ltd;

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The allocated number of ECTS points consists of:

Contact hours with an academic teacher: 35

Student's independent work: 65