



"I confirm"

Head of the
Department: _____

Protocol No.

Date: **2024**

Syllabus

General Information	Department	Finance and Management
	Faculty	School of Economics and Business
	Major code	050408
	Group Number	531 Bİ
	Degree level	<input type="checkbox"/> Bachelor <input type="checkbox"/> Master
	Study format	Full-time education
	Academic year/Semester	IV
	Year of study	2024-2025
	Academic semester	<input type="checkbox"/> Fall <input type="checkbox"/> Spring <input type="checkbox"/> Summer
Course Information	Course name, code	Əməliyyatların İdarə Edilməsi
	Credit count	4
	Study load (hours)	45
	Teaching methods	<input type="checkbox"/> Lecture <input type="checkbox"/> Seminar <input type="checkbox"/> Laboratory
	Language of instruction	<input type="checkbox"/> Azerbaijani <input type="checkbox"/> English <input type="checkbox"/> Russian
	Course type	<input type="checkbox"/> Mandatory <input type="checkbox"/> Elective
	Prerequisite course/code	-
Instructor Information	Instructor's academic degree, academic title, honorary title, last name, first name, patronymic	Xudaverdili Ülviyyə Ramiz
	Instructor's email address	ulviya.alizade@mail.ru
	Instructor's contact number	+994707557025
	Office hours	Wed and Fri
Course Description	Operations Management is a discipline that consists of research and technologies applied to effectively and efficiently plan, manage, and control the operations of a business organization. This discipline provides students with knowledge of important issues and practical tools related to the optimal organization of operations, the rapid and effective implementation of processes, and quality improvement so that businesses can achieve the goals and objectives of any organization. This discipline plays an important role in creating a	

	competitive advantage and increasing efficiency in the business world. The content studied covers areas such as operations, supply chain management, resource management, process analysis, quality management, and business process improvement. This discipline introduces students to strategic and digital operations and prepares them to be successful in the business world.
Course Objectives	The objective of the Operations Management course is to provide students with an understanding of the concepts, principles, and technologies important for planning, managing, and controlling the operations of business organizations. This course provides students with knowledge of international standards, strategies, and methodologies necessary for the effective organization and management of business processes. The goal is for students to learn the tools and approaches needed to improve the quality of operations, increase supply chain efficiency, and increase the competitiveness of organizations through business process improvement. This course is designed to prepare students for a successful career in the business world and to provide them with practical skills in the management and improvement of modern operations.
Learning Outcomes	<p>The learning outcomes of the Operations Management subject can be defined as follows:</p> <ul style="list-style-type: none"> • Development of practical experience and skills during individual and group activities on the management and organization of business processes. • Awareness of modern management practices such as quality management, supply chain management and resource management. • Effective use of digital and analytical tools for improving business processes. • Providing experience in strategic planning and operational decision-making processes. • Implementation of group activities and projects to increase students' effectiveness, identify needs and propose solutions. • Developed sense of responsibility for improving business processes, improving quality and increasing efficiency. • Development of the ability to build creative partnerships and prepare proposals for solving specific problems and needs by effectively using various technical and analytical tools. • Formation of certain fears and knowledge related to topics in the field of operations management.
Course Requirements	<p>The requirements for the Operations Management course can be set as follows:</p> <ul style="list-style-type: none"> • Students must have prior business management or managerial experience to complete the course. • Students must be prepared for each class they will attend throughout the course and are encouraged to communicate with their instructors.

	<ul style="list-style-type: none"> • Each student is expected to actively participate in the previous parts of the course and submit assignments on time. • Students must complete practical assignments to understand, apply, and evaluate the content of the course. • Students must actively participate in group activities to discuss and solve the concepts learned. • Each student is expected to prepare seriously for the final exam or project at the end of the semester. • Students must think deeply and discuss contemporary issues and new approaches in the field of operations management. • Students must develop their research and analytical skills through work and research projects. • They must comply with any additional mandatory requirements assigned by their instructors. This can take the form of exams, assignments, and projects. • Students must be determined and steadfast in completing their assignments on time and actively participating in every part of the course.
Academic Integrity	<p>Academic Integrity - ensuring the originality of the work done, and sharing the ideas or findings of others by citing sources.</p> <p>Violations of academic integrity</p> <ol style="list-style-type: none"> 1. Plagiarism, 2. Copying, 3. Submitting all or part of a student's previous work, homework, or project in another class without citing the source, 4. Citing non-existent sources or creating a fake database, 5. Preparing course materials or assignments on behalf of other students, 6. Demonstrating behaviors to gain unfair advantage (providing a sick note when not really ill, making false excuses for an extension of time, or for other purposes), 7. Taking an exam for someone else or having someone else take an exam for you.
Ethical Conduct	<p>The ethical behavior of students participating in the course aims to ensure success and respect in their educational process and future professional careers. Students must adhere to academic ethical standards by adhering to the principles of honesty and transparency in coursework and projects. They must attend classes on time, with a sense of responsibility, and take an active role in group work to ensure effective collaboration within the team. In addition, they must be sensitive to diversity and cultural sensitivity, and strive to understand different cultures and create a learning environment enriched by diversity. For professional development, they must increase their efforts to communicate with professionals in the sector and create effective networks, while improving their problem-solving and critical thinking skills. They must be aware of social media etiquette and professionalism, create a trustworthy image on online platforms, and maintain online etiquette. In terms of openness to change, innovation, and career development, students must monitor changes in the sector, be open to innovations, and regularly use relevant resources for career development. These ethical behaviors guide</p>

	students to be successful and ethical both academically and professionally.
Primary Reading List	<ol style="list-style-type: none"> 1. "Operations Management: Applied Aspects and Strategies" - Roberta S. Russell and Bernard W. Taylor III 2. "Operations Management: Processes and Supply Chains" - Lee J. Krajewski, Manoj K. Malhotra, and Larry P. Ritzman 3. "Operations Management" - Jay Heizer and Barry Render 4. "Supply Chain Management: Strategy, Planning, and Operation" - Sunil Chopra and Peter Meindl 5. "Introduction to Operations and Supply Chain Management" - Cecil B. Bozarth and Robert B. Handfield 6. "Operations Management: Sustainability and Supply Chain Management" - Jay Heizer and Barry Render 7. "The Goal: A Process of Ongoing Improvement" - Eliyahu M. Goldratt and Jeff Cox 8. "Lean Thinking: Banish Waste and Create Wealth in Your Corporation" - James P. Womack and Daniel T. Jones 9. "The Toyota Way: 14 Management Principles from the World's Greatest Manufacturer" - Jeffrey K. Liker 10. "Operations Strategy" - Nigel Slack and Michael Lewis
Supplementary Reading List	<ol style="list-style-type: none"> 11. "Operations Management for Dummies" - Mary Ann Anderson and Geoffrey Parker 12. "The Lean Startup: How Today's Entrepreneurs Use Continuous Innovation to Create Radically Successful Businesses" - Eric Ries 13. "The Machine That Changed the World: The Story of Lean Production" - James P. Womack, Daniel T. Jones, and Daniel Roos 14. "The Principles of Scientific Management" - Frederick Winslow Taylor 15. "The Service Operations Management" - Robert Johnston, Graham Clark, and Michael Shulver 16. "Operations Management: An Integrated Approach" - R. Dan Reid and Nada R. Sanders 17. "The Essentials of Supply Chain Management: New Business Concepts and Applications" - Hokey Min 18. "The Goal: A Business Graphic Novel" - Eliyahu M. Goldratt, Jeff Cox, and David Whitford 19. "Principles of Operations Management" - Jay Heizer, Barry Render, and Chuck Munson 20. "The Toyota Way Fieldbook: A Practical Guide for Implementing Toyota's 4Ps" - Jeffrey K. Liker and David Meier
Online Resources	<ol style="list-style-type: none"> 1. Harvard Business Review Operations Management: Harvard Business Review provides important articles, research, and practices in the field of operations management. 2. Operations Management Society: The Operations Management Society (OMS) offers the latest articles, conferences, and guidelines for operations management professionals and academic researchers. 3. Institute for Operations Research and the Management

	<p>Sciences (INFORMS): INFORMS is a leading research organization in the field of operations and business research. You can find a variety of research articles, conferences, and library content on their website.</p> <ol style="list-style-type: none"> Operations Management Tools and Techniques: This website provides information on various tools, technologies, and practices in the field of operations management. Lean Enterprise Institute: Provides information and articles on the application and practices of lean management methodology. American Production and Inventory Control Society (APICS): APICS provides information on supply chain management, operations management, and modern business operations. Project Management Institute (PMI): PMI provides information and resources in the fields of project management and program management. LinkedIn Learning: LinkedIn Learning offers online courses in areas such as operations management and program management. 	
Grading: 100-Point System	<p>The final grade is the sum of the points given for the current assessment - seminars and colloquiums (0 - 30 points), independent work (0 - 10 points), attendance (0 - 10 points) and intermediate assessment - end-of-semester exams (0 - 50 points). If additional experimental and practical lessons are planned for the same subject, (0 - 10) points are allocated for the assessment of these lessons.</p> <p>Final grade = <i>current assessment + intermediate assessment</i></p>	
Seminars and Colloquiums	Colloquiums are organized 3 times per semester according to the academic calendar. Each colloquium is evaluated with 0 - 10 points. The colloquium is mandatory. A student who does not participate in the colloquium is given 0 points.	0-30
Assignments	<p>Writing guidelines required for assignments</p> <p>Font and size: Arial 12 pt</p> <p>Line spacing: 1.5</p> <p>Total length of work: minimum 3 pages</p> <p>Deadline for submission: 2 weeks before the end of the semester</p>	0-10
	<p>Assignment topics:</p> <ol style="list-style-type: none"> Operations and productivity / Operations strategy in a global environment Forecasting Quality management / Statistical process control Process strategy / Production capacity and constraint management Location strategy Human resources, job design, job measurement Production-supply chain management / Production-supply chain management. Analytics Inventory management / Lean operations Material demand planning Short-term planning / Technical service and reliability. International Tourism Experience Operations management stages Relationship of operations management with other departments 	

	13. Current trends in operations management 14. Operations management stages 15. Operations management strategies	
Attendance	1 point is deducted for every 10% of the hours allocated for teaching the subject during the semester. A student who misses more than 25% of the lessons in the subject will not be allowed to take the exam.	0-10
Examination		0-50

Assessment of student knowledge based on the total accumulated semester points is conducted as follows:

Grading Scale:

Points	Letter-Grade Assessment	Performance Level
100 – 91	A	“excellent”
90 – 81	B	“very good”
80 – 71	C	“good”
70 – 61	D	“sufficient”
60 – 51	E	“satisfactory”
Less than 51 points	F	“unsatisfactory”

Course Schedule and Thematic Plan					
N	Date	Subject Topics	Lecture Hours	Seminar Hours	Textbook/Assignments
1	18.09.24	INTRODUCTION TO OPERATIONS MANAGEMENT AND ITS DEVELOPMENT. CHARACTERISTICS OF THE LEVEL OF INTEGRATION ACTIVITY	2	1	Ismayilov V. I. Operations Management: Textbook for Higher Education Institutions. Baku: ADPU Publishing House, 2023. - 309 p.
2	25.09.24	ORGANIZATION OF PRODUCTION AND SERVICES IN OPERATIONS MANAGEMENT AND BASIC MODELS OF THE MANAGEMENT SYSTEM	2	1	
3	02.10.24	PRODUCTION CAPACITY, INDICATORS AND FACTORS AFFECTING IT	2	1	
4	09.10.24	DEVELOPMENT OF THE PRODUCTION PROCESS	2	1	
5	16.10.24	ORGANIZATION OF PRODUCT QUALITY ASSURANCE	2	1	
6	23.10.24	ORGANIZATION OF MAIN PRODUCTION SERVICE	2	1	

7	30.10.24	FUNDAMENTALS OF LABOR ORGANIZATION. DIVISION OF LABOR AND COOPERATION	2	1	
8	06.11.24	DIVISION OF LABOR AND COOPERATION	2	1	
9	13.11.24	ORGANIZATION OF WORKPLACES	2	1	
10	20.11.24	SERVICE PROVISION STRATEGY	2	1	
11	27.11.24	FUNDAMENTALS OF ORGANIZATION OF PROCESSES. ORGANIZATION OF OPERATIONS IN THE SPACE	2	1	
12	04.12.24	TYPES OF SERVICE IN BUSINESS. MAIN CHARACTERISTICS OF SERVICES DEPENDING ON THE DEGREE OF CONTACT WITH CUSTOMERS	2	1	
13	11.12.24	ANALYSIS OF FACTORS AFFECTING OPERATIONAL STRATEGY	2	1	
14	18.12.24	CONTENT AND TYPES OF OPERATIONAL STRATEGY	2	1	
15	025.12.24	MANAGEMENT OF OPERATIONS IN INTERNATIONAL PRACTICE	2	1	
	CƏMİ	45	30	15	

Lecturer: Ü.R.Xudaverdili