Kielce University of Technology
FACULTY OF MANAGEMENT AND COMPUTER MODELLING

COURSE SPECIFICATION

Course code	full-time studies	**Z-ZB-E-305**
	part-time studies	**-**
Course title in English	**Operational Management**	
Course title in Polish	**Zarządzanie operacyjne**	
Valid from academic year	**2025/2026**	

PLACEMENT IN THE TEACHING PROGRAM

Programme of study	**BUSINESS MANAGAMENT**
Level of education	**1st degree**
Studies profile	**academic**
Form and mode of study	**full-time programme**
Scope	**all**
Academic unit responsible for the course	**Department of Management and Organization**
Course coordinator	**dr Małgorzata Sztorc**
Approved by	**dr hab. inż. Dariusz Bojczuk, prof. uczelni**

GENERAL CHARACTERISTIC OF THE COURSE

Teaching block	**Directional subject**	
Course status	**Obligatory**	
Language of instruction	**English**	
Semester of delivery	full-time studies	**Semester III**
	part-time-studies	**-**
Prerequisites	**Microeconomics, Organization and Management**	
Exam (YES/NO)	**YES**	
ECTS	**5**	

Method of conducting classes		lecture	classes	laboratory	project	other
Number of hours per semester	full-time	**30**	**30**			
	part-time					

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LEARNING OUTCOMES

Category	Outcome code	Course learning outcomes	Reference to the directional learning effect
Knowledge	W01	The student knows concepts related to operational activities.	ZB1_W02
	W02	The student at an advanced level knows the principles of using appropriate resources in operations management.	ZB1_W03
	W03	The student has knowledge at the operational level in the field of management methods and tools.	ZB1_W06
	W04	The student has knowledge of methods and techniques related to the operational management of an enterprise.	ZB1_W07
Skills	U01	The student can use knowledge to identify and analyze complex decision-making problems in the scope of activity management at the operational level.	ZB1_U01
	U02	The student can draw conclusions, and formulate and justify opinions for operational management of an enterprise.	ZB1_U02
	U03	The student can design a production system and a service provision process in an enterprise.	ZB1_U06
	U04	The student can determine the level of resource involvement in the operational activities of the enterprise in changing environmental conditions.	ZB1_U09
	U05	The student can determine the requirements placed on managers at the operational level.	ZB1_U11
Social competences	K01	The student is aware of the role and importance of knowledge in solving cognitive and practical problems related to the operational process in the enterprise.	ZB1_K01
	K02	The student is ready to cooperate in the preparation of projects in the field of designing production and service systems in an enterprise.	ZB1_K03
	K03	The student is ready to act in an entrepreneurial manner, taking into account knowledge of operational management.	ZB1_K04
	K04	The student cares about the image of the enterprise and the achievements and traditions of the profession of operational manager in the enterprise.	ZB1_K08

COURSE CONTENT

Method of conducting classes	Course content
lecture	Principles of organizing operational activity in an enterprise. Evolution, essence, and main features of operational management of an enterprise. Business processes in an organization. Operational management and management of production and service provision process. Role and competencies of the operational manager in an enterprise. Operational management models. Operational planning: concept, features, types of operational plans. Types and role of operational strategies in the efficient management of an enterprise. Product planning: essence, goals, and stages of developing a new product/service. Location design. Designing the customer service department in an enterprise. Forecasting in the operational area (sales, demand). Location design and planning of the enterprise's production capacity. Resource and material requirements planning (MRP, JiT). Product-service systems in enterprises (typology, stages of design, design methods, benefits of implementation). Strategic decisions in the operational activity of an enterprise. Methods of improving the production and service process. Operational management of human capital in an enterprise. Procedure and tools for selecting and assessing employees. Situational model of management by P. Hershey and K. Blanchard. The role of modern technologies in the operational activity system. Measures for assessing the functioning of operational activity systems.
classes	Product planning, stages of new product development. Product life cycle. Design of the production and service process (technology planning, production/service system design – efficiency and location, personnel planning, control – production planning, JiT inventory management, quality, reliability, distribution planning, planning the use of modern technologies – FMS, robotics, customer service/service management). Determining the scope of tasks of the operational manager in the planned enterprise.

METHODS FOR VERIFYING LEARNING OUTCOMES

Outcome code	Learning outcomes verification methods					
	Oral examination	Written examination	Test	Project	Report	Other
W01		X				X
W02		X				X
W03		X				X
W04						X
U01						X
U02						X
U03						X
U04						X
U05						X
K01						X
K02						X
K03						X
K04						X

FORM AND CONDITIONS OF ASSESSMENT

Form of classes	Assessment type	Assessment Criteria
lecture	Examination	A written exam in a descriptive form checks the degree of assimilation of the knowledge presented during lectures.
classes	Credit with grade	The final grade for the exercises is calculated based on partial grades obtained from all tasks/problems and work performed independently as well as active participation in classes.

STUDENT WORKLOAD

No.	Activity type	W	C	L	P	S	Unit
		ECTS Balance					
			Student workload				**Unit**
			full-time				
1.	Scheduled contact hours	W	C	L	P	S	h
		30	30				
2.	Other (consultations, exams)	4	2				h
3.	**Total number of contact hours**	66					h
4.	**Number of ECTS credits for contact hours**	2,6					ECTS
5.	**Number of hours of independent student work**	59					h
6.	**Number of ECTS points that a student obtains through independent work**	2,4					ECTS
7.	**Workload related to practical classes**	63					h
8.	**Number of ECTS credit points which a student receives for practical classes**	2,5					ECTS
9.	**Total number of hours of a student's work**	125					
10.	**ECTS credits for the course** *1 1 ECTS credit =25 student learning hours*	5					ECTS

W - LECTURE   C – CLASSES   L – LABORATORY   P- PROJECT   S – SEMINAR

READING LIST

1. Blokdyk G., (2021), Business Operations Management, 5STARCooks, Brendale, Australia.
2. Grabner T., (2019), Operations Management, Springer Gabler, Wiesbaden, Germany.
3. Helmold M, Terry B., (2022), Operations and Supply Management 4.0: Industry Insights, Case Studies and Best Practices, Springer, New York, United States.
4. Jones P., Robinson P., (2020), Operations Management, Oxford University Press, Oxford, Great Britain.
5. Slack N., Brandon-Jones L., Johnston R., (2014), Operations Management, Pearson, London.
6. Slack N., Brandon-Jones A., (2018), Essentials of Operations Management, Pearson Education Limited, London , England.
7. Stevenson W.J., (2020), Operations Management, McGraw-Hill Education, New York.