



SYLLABUS
Operations Management
Academic year 2025-2026

1. Information regarding the program

1.1. Higher education institution	Universitatea Babeș Bolyai
1.2. Faculty	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 /Bachelor in Economic Studies
1.7. Form of education	Full time

2. Information regarding the discipline

2.1. Name of the discipline		Operations Management				Discipline code	ILE0021	
2.2. Course coordinator		Lect. Univ. Dr. Emanuel-Emil Savan						
2.3. Seminar coordinator		Lect. Univ. Dr. Emanuel-Emil Savan						
2.4. Year of study	3	2.5. Semester	1	2.6. Type of evaluation	E	2.7. Discipline regime	Mandatory	

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

3.1. Hours per week	4	of which: 3.2 course	2	3.3 seminar/laboratory	2
3.4. Total hours in the curriculum	56	of which: 3.5 course	28	3.6 seminar/laboratory	28
Time allotment for individual study (ID) and self-study activities (SA)					hours
Learning using manual, course support, bibliography, course notes (SA)					18
Additional documentation (in libraries, on electronic platforms, field documentation)					18
Preparation for seminars/labs, homework, papers, portfolios and essays					18
Tutorship					2
Evaluations					2
Other activities:					11
3.7. Total individual study hours					69
3.8. Total hours per semester					125
3.9. Number of ECTS credits					5

4. Prerequisites (if necessary)

4.1. curriculum	-
4.2. competencies	-

5. Conditions (if necessary)

5.1. for the course	Students will attend lectures and seminars whit mobile closed. 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.
5.2. for the seminar /lab activities	The deadlines for the seminar tasks are jointly established with the students. Deferrals are not accepted.



6.1. Specific competencies acquired

Professional/essential competencies	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• CT1. Implementing ethical principles, norms, and values within one's own rigorous, efficient, and responsible strategy of work;

6.2. Learning outcomes

Knowledge	<ul style="list-style-type: none">• The graduate demonstrates the possession of a set of general knowledge on how to plan and manage human resources, and how to motivate employees and monitor activities.• To learn the concepts related to operations management• To describe the basic processing and layout types
Skills	<ul style="list-style-type: none">• The graduate is able to analyse the organisational environment so that the business can adapt to the requirements and challenges they identified; the graduate can recommend appropriate strategies, techniques, and methods for solving management problems related to its core functions.• Use tools to implement strategies and support decision making
Responsibility and autonomy:	<ul style="list-style-type: none">• The graduate is able to make decisions according to their position and to take responsibility towards higher hierarchical levels.• Using the main theories regarding change management to understand organizational dynamics.



7. Objectives of the discipline (outcome of the acquired competencies)

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

8. Content

8.1 Course	Teaching methods	Remarks
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, Managementul producției și al operațiunilor, Editura Teora, București, 2001 2. L. Krajewski, L. Ritzman, M. Malhotra, Operations Management- Processes and Value Chains, Pearson Prentice Hall, 2007 3. D. M. Lambert, J.R. Stock, Strategic Logistics Management, Irwin, 1992 4. M. Naghi, R. Stegorean, Managementul producției industriale, Editura Dacia, Cluj-Napoca, 2004 5. M. Naghi, O. A. Gică, Managementul operațional al producției, Editura Risporint, Cluj-Napoca, 2007 6. N. Slack, S. Chambers, R. Johnston, Operations Management, 5th Ed., Prentice Hall, Harlow, 2007 7. W.J. Stevenson, Operations Management, 8th Edition, McGraw Hill, 2005 8. D. Waters, Logistics: An Introduction to Supply Chain Management, Palgrave-Macmillan, Houndmills, United Kingdom, 2003		
8.2 Seminar / laboratory	Metode de predare	Observații
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
<p>Bibliography</p> <ol style="list-style-type: none">1. L. Krajewskip, L. Ritzman, M. Malhontra, Operations Management- Processes and Value Chains, Pearson Prentice Hall, 20072. D. M. Lambert, J.R. Stock, Strategic Logistics Management, Irwin, 19923. M. Naghi, R. Stegorean, Managementul producției industriale, Editura Dacia, Cluj-Napoca, 20044. M. Naghi, O. A. Gică, Managementul operațional al producției, Editura Risporint, Cluj-Napoca, 20075. N. Slack, S. Chambers, R. Johnston, Operations Management, 5th Ed., Prentice Hall, Harlow, 20076. W.J. Stevenson, Operations Management, 8th Edition, McGraw Hill, 20057. D. Waters, Logistics: An Introduction to Supply Chain Management, Palgrave-Macmillan, Houndmills, United Kingdom, 2003		



9. Corroborating the content of the discipline 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 leadership at international level. Organizational improvement and the usage of leadership tools are presented considering the newest and the most relevant cases from international and local practice

10. Evaluation

- The same evaluation criteria are maintained for all exams sessions. The components of the evaluation process carried out during the semester cannot be recovered/redone in the examination sessions.
- To be able to accumulate the points obtained during the semester, it is mandatory to obtain a minimum of 5 (five) in the final exam (written/oral).

Activity type	10.1 Evaluation criteria	10.2 Evaluation methods	10.3 Percentage of final grade
10.4 Course	The ability to support their opinions and to provide relevant arguments Active participation to group discussions by formulating personal opinions. Ability to use appropriate concepts, methods and specific procedures	Written exam (in the exam session period) multiple choice questions and open ended questions. 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.	50%
10.5 Seminar/laboratory	Learning and understanding of issues dealt with at course and seminar; Ability to explain and use the correct concepts, strategies and tests of critical thinking through;	Exercise based assignment (evaluated through the semester)	30%
		Case study test (evaluated through the semester)	20%
10.6 Minimum standard of performance			
<ul style="list-style-type: none">• 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.• Understanding the basic concepts and main issues related to: operations management, production management, procurement and inventory management, logistics, supply chain management, quality			



11. Labels ODD (Sustainable Development Goals)¹

	General label for Sustainable Development							

Date:
03.04.2025

Signature of course coordinator
Lect. Univ. Dr. Emanuel-Emil Savan

Signature of seminar coordinator
Lect. Univ. Dr. Emanuel-Emil Savan

Date of approval:
10.04.2025

Signature of the head of department
Conf. Univ. Dr. Marius Bota

¹ Keep only the labels that, according to the [Procedure for applying ODD labels in the academic process](#), suit the discipline and delete the others, including the general one for *Sustainable Development* – if not applicable. If no label describes the discipline, delete them all and write „Not applicable.”.