Course Syllabus

Code - Course Title	**TRZ551 - Operation Management in Service Industry**
Course Type	II. SEMESTER
Laboratory + Practice	3+0
ECTS	**6.0**
Language of Instruction	Türkçe
Course Type	Elective Courses
Course Instructor(s)	DOÇ. DR. MUNE MOĞOL SEVER

Mode of Delivery	face to face
Prerequisites	-
Courses Recomended	-
Recommended Resources	• Heizer,J. ve Render, B. (2016). Principles of Operation Management• Nahmias, S. (2009). Production and operation analysis. • Johnston, R. (2009). Cases in operation management
Work Placement	-

Course Syllabus

Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1		Operation management in service industry	
Week - 2		Productivity measurement in service industry	
Week - 3		Material requirement planning and demand management	
Week - 4		Stock management in service enterprises	
Week - 5		Supply chain management and logistic in service enterprises	
Week - 6		Service planning and design	
Week - 7		Personnel scheduling	
Week - 8		Capacity planning in service industry	
Week - 9		Facility location	
Week - 10		Quality management and statistical process control in service industry	
Week - 11		Business Process Modelling	
Week - 12		Case studies in service enterprises	
Week - 13		Special subjects	

Course Syllabus

Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 14		Case studies in tourism enterprises	

Learning Outcomes

#	Learning Outcome
1	At the end of this course the student; • Will be able to explain the core concepts of operation management • Will be able to discuss applications of operation management in tourism enterprises • Will be able to solve problems in enterprises using problems solving techniques and tools.
2	By the end of this course, the student will be able to explain the fundamentals of productivity measurement in the service industry and describe the measurement methods.
3	By the end of this course, the student will be able to explain the principles of material requirements planning and demand management, and will have the knowledge to perform material requirements planning in a business.
4	By the end of this course, the student will be able to explain the basic principles of inventory management and logistics in service businesses.
5	By the end of this course, the student will be able to explain the fundamental principles of supply chain management and logistics in service businesses.
6	By the end of this course, the student will be able to explain the basic principles of service planning and design
7	By the end of this course, the student will be able to explain the basic principles of staff scheduling in service businesses.
8	By the end of this course, the student will be able to explain the basic principles of Capacity Planning in service businesses.
9	By the end of this lesson, the student will be able to explain the basic rules regarding facility layout.
10	By the end of this course, the student will be able to explain the fundamental principles related to quality costs and statistical process control in service businesses.
11	By the end of this course, the student will be able to explain the basic principles of business process modeling.

Sustainable Development Goals

No content has been provided.

Course Theme

No content has been provided.

AKTS Workload

Activity	Duration (Hour)	Count	Workload
Teorik Derse Katılım	0	0	0
Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı)	0	0	0
Ödevler	0	0	0
Proje - Rapor - Sunum Hazırlama	0	0	0

AKTS Workload

Activity	Duration (Hour)	Count	Workload
Ara Sınav Hazırlığı (sınav süresi dahil)	0	0	0
Final Sınavı Hazırlığı (sınav süresi dahil)	0	0	0
Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.)	0	0	0
Staj Uygulaması	0	0	0
		Calculated ECTS	**0**

Assessment Method and Passing Requirements

No content has been provided.