



## COURSE DESCRIPTION

### 1. GENERAL

<b>SCHOOL</b>	ECONOMIC SCIENCES		
<b>DEPARTMENT</b>	TOURISM		
<b>LEVEL</b>	Undergraduate		
<b>COURSE CODE</b>	MNG110	<b>SEMESTER</b>	2 <sup>nd</sup>
<b>COURSE TITLE</b>	Business Operations Management		
<b>INDEPENDENT TEACHING ACTIVITIES</b>	<b>WEEKLY TEACHING HOURS</b>	<b>ECTS</b>	
Lectures	4	5	
<b>COURSE CATEGORY</b>	General Background		
<b>COURSE TYPE</b>	Compulsory		
<b>PREREQUISITES</b>	-		
<b>LANGUAGE OF TEACHING AND EXAMINATIONS</b>	Greek		
<b>THE COURSE IS OFFERED TO ERASMUS STUDENTS</b>			
<b>URL</b>	<a href="https://tourism.ionio.gr/en/undergraduate-studies/courses/1168/">https://tourism.ionio.gr/en/undergraduate-studies/courses/1168/</a>		
<b>ECLASS</b>	<a href="https://opencourses.ionio.gr/courses/DT0170/">https://opencourses.ionio.gr/courses/DT0170/</a>		

### 2. TEACHING RESULTS

<b>Teaching Results</b>
The objectives of the course are the following:  Familiarization of students with the way of applying the principles and activities of management in the operation of business operations management.  Understanding the role and importance of operations management in service businesses  The analysis of the planning and control processes of the production of products and/or services.  The provision of knowledge about quantitative methods and techniques used in business operations management.
<b>General Skills</b>

### 3. CONTENT

The main purpose of the Business Operations Management course is to introduce the concepts and techniques of business operations in a clear and structured way. Emphasis is placed on the concepts, processes, and technologies used by managers, administrators, and employees in the operation of an organization. The course is designed to enable the student to understand how business operations contribute to increased productivity. Some of the key topics covered are process design, process control and planning, materials and product and system improvement. Also, the course will introduce students to current business topics such as supply chain management, enterprise resource management systems.
Week 1  Introductory Concepts of Production Organization and Management
Week 2  Decision Support Systems in Production



Week 3

Capacity Planning

Week 4

Production Process Design

Week 5

Spatial planning

Week 6

Demand Management and Forecasting

Week 7

Stock management

Week 8

Planning of Required Materials

Week 9

Production Planning and Control

Week 10

The Business Environment

Week 11

Improvement of Products and Systems

Week 12

Supply Chain Management

Week 13

ERP

#### 4. TEACHING AND LEARNING METHODS - EVALUATION

<b>TEACHING METHOD</b>									
<b>USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES</b>	<p>Use of ICT in teaching</p> <p>Learning support through the electronic platform e-class</p> <p>Use of ICT to communicate with students</p>								
<b>TEACHING STRUCTURE</b>	<table> <tr> <td>Activity</td> <td>Semester Workload</td> </tr> <tr> <td>Lectures</td> <td>52</td> </tr> <tr> <td>Literature Study and Analysis</td> <td>73</td> </tr> <tr> <td><b>Course Total (ECTS: 5)</b></td> <td><b>125</b></td> </tr> </table>	Activity	Semester Workload	Lectures	52	Literature Study and Analysis	73	<b>Course Total (ECTS: 5)</b>	<b>125</b>
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Lectures	52								
Literature Study and Analysis	73								
<b>Course Total (ECTS: 5)</b>	<b>125</b>								
<b>EVALUATION OF STUDENTS</b>	<p>Written examination</p> <ul style="list-style-type: none"> <li>• Problem solving</li> <li>• Short answer questions</li> </ul>								



- Multiple choice questions

The evaluation criteria are made known to the students at the beginning of the course.

## 5. BIBLIOGRAPHY

- Slack, N., Chambers, S. and Johnston, R. (2019) Operations Management (5th Edition), Kleidarithmos Editions.