

Study Programme: Engineering Management			
Course Unit Title: Production and Service Technologies			
Course Unit Code: IM1016			
Name of Lecturer(s): Nenad Simeunović			
Type and Level of Studies: bachelor			
Course Status (compulsory/elective): mandatory			
Semester (winter/ summer): winter			
Language of instruction: english			
Mode of course unit delivery (face-to-face/distance learning): face-to-face			
Number of ECTS Allocated: 6			
Prerequisites: none			
Course Aims: The main objective of the course is to acquaint students with the basics of the implementation of products and services in various fields of production and services. Starting from the division of the main types of products (pieces, process, software and services), is studied in the process of realization of their characteristics, applicable technologies and modern approaches in the management of production, production rationalization and security conditions.			
Learning Outcomes: Students, through theoretical knowledge transferred, the cases illustrated the implementation of specific products and services, and independently solved tasks enable the design of technology in the manufacturing and service companies.			
Syllabus. Definition of basic concepts: enterprise as a system, activity of the company, product types and characteristics of their production process, the basic processes in the company. Realization of production: the structure of production, document production, ways of realization of production, current approaches to the realization of production. The manufacturing processes for different types of products: production komadnih products, the production process of products, software, services. Running time: the structure of time, defining the elements of time systems, predefined standard time. Improvement of work processes: the need of continuous improvement, process improvement, methods and techniques for improving process operation. Working conditions: the conditions of the work environment, work conditions.			
Required Reading: Relevant literature in English, tbd			
Weekly Contact Hours:2	Lectures: 3	Practical work: 3	
Teaching Methods: Lectures will be conducted by thematic units presenting the theoretical basis and specific examples, using means of visualization. On exercises will work examples and specific tasks of the subject areas in detail the specific methods to process design and improvement of the work process, with the involvement of students in independent solving certain tasks, in which case the maximum insist on teamwork.			
Knowledge Assessment (maximum of 100 points):			
Pre-exam obligations	points	Final exam	points
Attendance			
Computer exercises			
Tests (4x)			

