



APPROVED:
Vice-rector for study and methodical work
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Операционный менеджмент в глобальной среде / Operations management in global environment

Syllabus of the course

Specialty	38.04.02 Management
Specialization	International Business Administration
Level of higher education	Master's Degree
Form of training	Full-time
Year of enrolment	2022
Authored by:	
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Total number of hours	108	Form of final attestation: Exam: semester 2
incl:		
contact work	32	
self-study	40	
practical training	0	
control hours	36	

Hours distribution:

Semester:	2
Type of classes	Hours
Contact hours	18
Practical training	14
Laboratory work	
Total contact hours	32
Self-study	40
Control hours	36
Total academic hours	108
Total credits	3

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1. LEARNING OBJECTIVES

Objective:	The acquisition of theoretical knowledge and practical skills in the field of operational management by undergraduates, which will allow them to make effective management decisions in the global market.
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2. COURSE PLACE IN THE PROGRAMME STRUCTURE

Discipline B1.O Operations management in the global environment belongs to the mandatory part of Block 1.

3. EXPECTED LEARNING OUTCOMES

Code and name of graduate competence	Code and name of the competence achievement indicator	Expected learning outcomes
PC-3 - Able to make management decisions at a strategic and operational level in an international company	PC-3.2 - Organizes the system of operational management of international companies	<p>To know: the role, essence of operational management, terminology and tools of operational management, modern methods of organizing production and the possibilities of advanced technologies.</p> <p>To be able to: substantiate management decisions in the management of global production systems.</p> <p>To possess: the principles of interconnection of the strategic, tactical, operational level of enterprise management, preparation of sound decisions at the operational level of management of international companies.</p>

4. COURSE STRUCTURE AND CONTENT

Code and name of the topics	Course content	Academic hours			
		Contact work			Self-study
		Lectures	Practices	Workshops	
Topic 1. Theoretical foundations of operational management in a global environment.	International approaches to the organization of operational processes at the enterprise level. The composition of operational management at the level of a transnational organization. Methods of organizing operational processes in the enterprise.	2	2		8
Topic 2. Operational strategy of the enterprise. Features of vertical and	Integration of external processes into the structure of the organization at the level of vertical integration. Outsourcing of external processes to the horizontal structure of the company.	4	2		8

horizontal integration in the international arena.					
Topic 3. Modeling and management of operational business processes in a transnational company.	Analysis of operational processes in the development of a new product / service using the Work-Flow scheme.	4	4		8
Topic 4. Planning of operational processes.	Determination of the need for labor, material and financial resources for the implementation of the production program. The process of collecting needs at the level of a multinational company.	4	4		8
Topic 5. Designing a new product / service in a multinational company.	Creation and description of the operational cycle of development/production and commercialization of a new product/service for several markets.	4	2		8
Control hours:					36
Total hours:		18	14	0	40

5. TEACHING AND LEARNING TOOLS OF THE COURSE

5.1 Recommended literature

Bibliographic description of the publication (author, title, type, place and year of publication, number of pages)	Digital resources
Chertykovtsev, VK Production and operational management: a textbook for universities / VK Chertykovtsev. - Moscow: Yurayt Publishing House, 2022.	https://urait.ru/bcode/496938
Production management: textbook and workshop for universities / L. S. Leontieva [and others]; edited by L. S. Leontieva, V. I. Kuznetsov. - Moscow: Yurayt Publishing House, 2022.	https://urait.ru/bcode/489059

5.2 List of software (including national production)

- 7-Zip
- Microsoft Office Professional
- Microsoft Windows Professional

5.3 List of reference systems and modern professional databases

№	Name of reference systems and professional databases
1.	Digital library Grebennikon.ru – www.grebennikon.ru
2.	Science Digital Library eLIBRARY – www.elibrary.ru
3.	Science Digital Library КиберЛеника – www.cyberleninka.ru
4.	Database ПОЛПРЕД Справочники – www.polpred.com
5.	Database OECD Books, Papers & Statistics on the platform OECD iLibrary www.oecd-ilibrary.org
6.	Legal reference system КонсультантПлюс (installed resource UNECON or www.consultant.ru)
7.	Legal reference system «ГАРАНТ» (installed resource UNECON or www.garant.ru)
8.	Information and referral system «Кодекс» (installed resource UNECON or www.kodeks.ru)
9.	Digital library system BOOK.ru - www.book.ru
10.	Digital library system ЭБС ЮРАЙТ – www.urait.ru
11.	Digital library system ЗНАНИУМ (ZNANIUM) – www.znanium.com
12.	Digital library UNECON – opac.unecon.ru

6. TECHNICAL FACILITIES

There are special rooms for lectures, seminars, coursework, group and individual consultations, current and interim assessments, as well as rooms for self-study.

The premises are equipped with equipment and teaching aids.

The rooms for students' independent work are equipped with computers with Internet connection and access to the university's electronic learning environment.

Name of classroom	Classroom location
Aud. 3042 Classroom (for conducting lecture-type classes and seminar-type classes, course design (term papers), group and individual consultations, current control and intermediate certification), equipped with a multimedia complex. Specialized furniture and equipment: Educational furniture for 92 seats (tables 18 pcs., chairs 36 pcs.), teacher's workplace, chalk board (3-section) 2 pcs., pulpit 1 pc., table 2 pcs., chair 1 pc. Portable multimedia kit: Notebook HP 250 G6 1WY58EA, Multimedia projector LG PF1500G. Sets of demonstration equipment and visual aids: multimedia applications for lecture courses and practical exercises, interactive educational visual aids.	191023, St. Petersburg, st. Griboyedov Canal, 30/32, letters "A", "B", "R"
Aud. 2062 Classroom (for conducting lecture-type classes and seminar-type classes, course design (term papers), group and individual consultations, current control and intermediate certification), equipped with a multimedia complex. Specialized furniture and equipment: Educational furniture for 56 seats, teacher's workplace, chalk board (single-section) - 1 pc., pulpit - 1 pc., table - 1 pc., chair - 2 pcs., Computer Intel Core i3-2100 CPU @ 3.10GHz/4/500 Acer V193 - 1 1 pc., Multimedia projector Panasonic PT-VX610E - 1 pc., Multimedia projector Optoma EX-632 - 1 pc., Screen DRAPER TARGA 221x295 - 1 pc. Sets of demonstration equipment and visual aids: multimedia applications for lecture courses and practical exercises, interactive educational visual aids.	191023, St. Petersburg, st. Griboyedov Canal, 30/32, letters "A", "B", "R"

7. METHODOLOGICAL GUIDELINES FOR STUDENTS

The following documents should be made available to the trainee before the start of the course:

- training and methodological documentation;
- local normative acts regulating the main issues of the organisation and implementation of educational activities, including those regulating the procedure for current monitoring and interim assessment of students;
- the schedule of consultations of the teaching staff.

The level and depth of mastering the discipline is determined by the active and systematic work of students in lectures, seminars, independent work, including in terms of identifying the most significant and relevant problems for further study. A special condition for qualitative mastering of the discipline is an effective organisation of work, which allows distributing the academic workload evenly in accordance with the schedule of the educational process.

When preparing for classes, students have the opportunity to attend consultations with the staff of UNECON according to the timetable set out in the schedule of consultations.

The students' in- and out-of-classroom work should aim to form:

- the fundamentals of the learner's world view and scientific understanding;
- basic knowledge relevant to the training area and the declared professional field, forming the target and professional basis for training;
- professional competences oriented towards the needs of the labour market;
- an individual trajectory by mastering a unique set of professional competences that complement the learner's competence model, through a focus on specific professional specialised areas of knowledge defined by labour market representatives;
- meta-skills for learners, such as teamwork and leadership, data analysis, digital skills, project design and implementation, intercultural interaction.

8. SPECIFICATIONS FOR TEACHING DISABLED PERSONS

Students with disabilities, if necessary, are taught on the basis of an adapted work program using special teaching methods and didactic materials that take into account the particularities of their psychophysical development, individual capacities and health status.

In order for disabled persons and persons with disabilities to master the curriculum, the University shall ensure that:

- for the visually impaired and visually impaired: availability of information on the timetable in accessible places and adapted forms for learners who are blind

or visually impaired; presence of an assistant to assist the learner as needed; production of alternative formats of teaching materials (large print or audio files);

- for the hearing-impaired and hearing-impaired: adequate sound reproduction of information;

- for persons with disabilities and persons with mobility impairments: the possibility of unimpeded access for students to classrooms, restrooms and other areas of the department, as well as their stay in these areas.

Learners with disabilities and persons with disabilities are provided with printed and/or electronic educational resources in forms adapted to their disabilities. The education of students with disabilities may be organised with other students or in separate groups or organisations.

ASSESSMENT RESOURCES

1.1 Control tasks and assignments for interim attestation

1. The place of operational management in the organizational structure of the enterprise.
2. The concept of international operational management.
3. Composition of operational management at the level of a transnational organization.
4. Functional model of the management system.
5. Missions and strategy of operational management.
6. Strategic decisions of operational management.
7. Tactical decisions of operational management.
8. Methods of organizing operational processes in the enterprise.
9. Formation of the product strategy. Product life cycle.
10. Analysis of operational processes in the development of a new product / service using the Work-Flow scheme.
11. Research stage of product design.
12. Design and technological preparation for the production of a new product.
13. Organizational and economic preparation of production.
14. Main, auxiliary and service processes.
15. Forms of organization of production.
16. Features of vertical and horizontal integration in the international arena.
17. Determining the need for labor, material and financial resources for the implementation of the production program.
18. The process of collecting the requirements for labor, material and financial resources at the level of a multinational company.
19. Operational cycle for the development/production and commercialization of a new product/service for multiple markets.
20. Standardization and adaptation of production processes of an international company.

1.2 Topics for written task

Is not provided by the work programme of the discipline.

1.3 Intern checkpoints

Number	Type	Method of conduct	Topic number
1	Case task	verbally	3
2	Problem solving	with the help of technical means and information systems	4
3	Monitoring	with the help of technical means and information systems	1-5

1.4 Other assessment objects

Is not provided by the work programme of the discipline.

1.5 Self-study

Name of self-study	Topic number
Performance of calculation, analytical, settlement-graphic and other tasks	1-5
Exam preparation	1-5

1.6 Grading scale

Scales of assessment and procedures for assessing learning outcomes of the discipline are regulated by the Regulations on the current control of progress and interim attestation of students in higher education programmes and the Regulations on the scoring and rating system.

A grading and rating system is used to assess the learning outcomes of the discipline.

The form of the final control in the discipline is a credit, the final result is formed in accordance with the scale given in the table below:

Points	Grade
≤ 54	Unsatisfactory
55-69	Satisfactorily
70-84	Fine
≥ 85	Great

Grading scale

2 (points to 54)	Demonstrates a lack of understanding of the problem. Many of the requirements of the assignment are not met. An initial perception of the material is demonstrated. The work is incomplete and/or plagiarized.
3 (points 55-69)	Demonstrates a partial understanding of the problem. Most of the requirements of the task have been met. Mastery of the elements of the assigned material. The material is mostly clear and coherent.
4 (points 70-84)	Demonstrates considerable understanding of the issue by the discipline. All requirements of the assignment are fulfilled. The content of the completed tasks is disclosed and examined from different perspectives.
5 (points 85-100)	Demonstrates full understanding of the problem. All requirements of the assignment are fulfilled. Demonstrates proficiency in the discipline. The completed assignments are holistic, complete, structured, present different points of view and demonstrate creativity.