

STUDY MODULE DESCRIPTION FORM		
Name of the module/subject Organization of Service Processes		Code 1011101441011116779
Field of study Logistics - Full-time studies - First-cycle studies	Profile of study (general academic, practical) (brak)	Year /Semester 2 / 4
Elective path/specialty -	Subject offered in: Polish	Course (compulsory, elective) elective
Cycle of study: First-cycle studies	Form of study (full-time,part-time) full-time	
No. of hours Lecture: 30 Classes: - Laboratory: - Project/seminars: 15		No. of credits 5
Status of the course in the study program (Basic, major, other) (brak)		(university-wide, from another field) (brak)
Education areas and fields of science and art		ECTS distribution (number and %)
Responsible for subject / lecturer: dr hab. inż. Marek Fertsch, prof. nadzw. email: marek.fertsch@put.poznan.pl tel. 616653416 Faculty of Engineering Management Strzelecka 11, 60-965 Poznań		
Prerequisites in terms of knowledge, skills and social competencies:		
1	Knowledge	Students knows basic terms within the logistics area
2	Skills	Student has capability of noticing, associating, interpreting phenomenas within logistics area
3	Social competencies	Student is aware of influence of of logistics on competitive edge of companies
Assumptions and objectives of the course: Providing students with knowledge, skills and social competences connected with tools management		
Study outcomes and reference to the educational results for a field of study		
Knowledge:		
1. knows the basic relations existing within the logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ecologistics) and supply chain management (T1A_W03) - [K1A_W14] 2. can explain basic concepts for logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ekologistics) and supply chain management - [K1A_W15] 3. is able to recognize the basic phenomena characteristic for logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ecologistics) and supply chain management - [K1A_W16] 4. can explain in detail the specific concepts for logistics and its specific issues and supply chain management - [K1A_W17] 5. can identify contemporary trends in logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ecologistics) and supply chain management - [K1A_W19] 6. can characterize best practices in logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ecologistics) and supply chain management - [K1A_W20] 7. has a basic knowledge of the life cycle of socio-technical systems (logistics systems) (T1A_W06) - [K1A_W21]		
Skills:		

<p>1. can search in the literature and other sources and in the orderly way present information on the issues within the logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ecologistics) and supply chain management - [K1A_U01]</p> <p>2. can demonstrate with appropriate means issues within the logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ecologistics) and supply chain management - [K1A_U02]</p> <p>3. can independently develop the for the problem within the field of studies - [K1A_U05]</p> <p>4. can formulate project task using analytical methods, simulation or experiments falling within the field of studies and solve the task in the field of logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ecologistics) and supply chain management - [K1A_U09]</p> <p>5. has preparation necessary in industrial environments and knows the safety rules associated with this work including safety problems in logistics - [K1A_U11]</p> <p>6. is able to assess the specific problem within the logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ecologistics) and supply chain management in economic terms - [K1A_U12]</p> <p>7. can make a critical analysis of the problem within the logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ecologistics) and supply chain management - [K1A_U13]</p> <p>8. can design using appropriate methods and techniques a building, system or process that meets the requirements within the framework of logistics and its specific issues (inventory management, logistics, distribution, logistics, manufacturing and sourcing, logistics operation, ecologistics) and supply chain management - [K1A_U16]</p>
<p>Social competencies:</p> <p>1. is sensitive to the effects of non-technical aspects and engineering activities, including its impact on the environment, and the associated responsibility for decisions in the area contained within the logistics and supply chain management (T1A_KO2) - [K1A_K02]</p> <p>2. The student is willing to cooperate and work in a project group - [K1A_K03]</p> <p>3. The student is aware of the potential conflict between the procurement and production departments - [K1A_K05]</p> <p>4. knows the typical engineering technologies in logistics and its specific issues and supply chain management (InzA_W05) - [KInzA_W05]</p>

Assessment methods of study outcomes	
<p>Forming rating</p> <p>a) project- based on discussions on solutions that a student developed in the project</p> <p>b) lecture- based on answers to questions related to the material discussed in the previous lecture</p> <p>Summary Rating</p> <p>in terms of the project a) on the basis of a public presentation of the project results and discussions about them, b) on the basis of the substantive quality of the project prepared in terms of a lecture on the basis of a public presentation on a given topic and answers to questions concerning the material discussed in the lecture</p>	
Course description	
<p>Logistics support planning</p> <p>Organization of the supply of materials needed to carry out logistics support</p> <p>Providing control and supporting equipment</p> <p>Packaging, storage and transport of materials necessary for the implementation of the logistic support</p> <p>Providing and training staff operating within logistics support area</p> <p>Developing and providing the availability of the infrastructure required for the implementation of logistic support</p> <p>Developing and providing the availability of data needed to implement the logistic support Providing IT support for implementation of logistic support</p>	
Basic bibliography:	
<p>1. Blanchard B., Logistics engineering and management, Prentice ? Hall, Inc., Englewood Cliffs, New Jersey 1992</p>	
Additional bibliography:	
<p>1. Pfohl H.- Ch., Systemy logistyczne. Podstawy organizacji i zarzadzania. Wydawnictwo ILiM, Poznań, 2002.</p>	
Result of average student's workload	
Activity	Time (working hours)

1. lecture	30	
2. project	15	
3. consultation	15	
4. individual work	20	
5. exam	5	
Student's workload		
Source of workload	hours	ECTS
Total workload	85	5
Contact hours	40	2
Practical activities	15	3