

| STUDY MODULE DESCRIPTION FORM | | |
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| Name of the module/subject (-) | | Code 1011105321011115170 |
| Field of study Engineering Management - Part-time studies - | Profile of study (general academic, practical) (brak) | Year /Semester 1 / 2 |
| Elective path/specialty Production and Operations Management | Subject offered in: Polish | Course (compulsory, elective) elective |
| Cycle of study: Second-cycle studies | Form of study (full-time, part-time) part-time | |
| No. of hours Lecture: 10 Classes: 10 Laboratory: - Project/seminars: - | | No. of credits 3 |
| 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. Józef Fraś, prof. nadzw. email: email: jozef.fras@put.poznan.pl tel. tel. 61 6653417 Faculty of Engineering Management ul. Strzelecka 11 60-965 Poznań | | Responsible for subject / lecturer: dr inż. Karolina Werner - Leweandowska email: karolina.werner@put.poznan.pl tel. 616653414 Faculty of Engineering Management ul. Strzelecka 11 60-965 Poznań |
| Prerequisites in terms of knowledge, skills and social competencies: | | |
| 1 | Knowledge | The student has a basic knowledge of the place and importance of marketing in the system of science, industry and enterprise |
| 2 | Skills | The student is able to describe and analyze the economic and social effects on the domestic marketing. He knows how to use marketing methods and instruments to solve national problems. |
| 3 | Social competencies | The student is prepared to actively participate in groups and organizations engaged in marketing activities. He is aware of the importance of ethics in marketing. |
| Assumptions and objectives of the course: -Presentation the idea of logistics customer service. Mastering the skills of organize the logistics customer service | | |
| Study outcomes and reference to the educational results for a field of study | | |
| Knowledge: | | |
| 1. The student knows details of methods and tools for modeling information processes - [K2A_W08] - [-] | | |
| 2. . The student knows methods and tools for modeling decision making processes - [K2A_W09] - [-] | | |
| Skills: | | |
| 1. The student uses theoretical knowledge to describe and analyze the causes and processes and social phenomena (cultural, political, legal, economic) and can formulate his own opinions and select the critical data and methods of analysis - [K2A_U02] - [-] | | |
| 2. The student uses normative systems, norms and rules (legal, professional, ethical) efficiently or he can use them to solve specific problems, he has expanded the ability in relation to the category of social relationships and the kind of norms - [K2A_U05] - [-] | | |
| 3. The student has the ability to use his knowledge in different areas and forms, extended by a critical analysis of the effectiveness and suitability of applied knowledge - [K2A_U06] - [-] | | |
| 4. The student proposes solutions to the specific problem of the management and implementation of procedures in this area - [K2A_U07] - [-] | | |
| Social competencies: | | |

1. The student understands the need and knows the possibilities of permanent learning (full second and third degree, postgraduate courses) - improve professional, personal and social skills; can argue the need for learning throughout life - [K2A_K01] - [-]
2. The student is aware of the responsibility for his own work and he is ready to follow the rules of teamwork and accountability for collaborative tasks - [K2A_K02] - [-]
3. The student can see the cause and effect dependence in achieving the set objectives and estimate the importance of alternative or competitive tasks - [K2A_K03] - [-]
4. The student is aware of the importance of the behavior in a professional way and respect the rules of professional ethics and diversity of views and cultures - [K2A_K04] - [-]
5. The student is aware of the interdisciplinary knowledge and skills needed to solve complex problems of organization and he understand the need to create interdisciplinary teams - [K2A_K06] - [-]
6. The student is able to plan and manage projects logistics - [K2A_K07] - [-]

Assessment methods of study outcomes

Forming rating:

- a) In the exercise: on the basis of the current progress of the tasks
- b) In lectures: on the basis of answers to questions concerning the material discussed in previous classes.

Summary rating:

- a) In the exercise on the basis of the analyzes, assessments and plans
- b) in lectures: final test

Course description

-The lecture starts with presenting the essence of logistics customer service and its organizing principles. Then the components of logistics customer service and logistics functions connected with logistics customer service are presented ? e.g. preparing orders, inventory management, warehouse management, packaging management, communication in logistics. There are also discussed the measures and ways of measuring the level of customer service logistics

In the exercise students get to the basic functions of logistics in the context logistics customer service - development orders, inventory management, warehouse management, management of packaging, transport logistics.

Basic bibliography:

Additional bibliography:

Result of average student's workload

| Activity | Time (working hours) |
|--------------------------------------|----------------------|
| 1. Lectures | 15 |
| 2. Classes | 15 |
| 3. Consultation of classes | 12 |
| 4. Preparation to classes | 10 |
| 5. Preparation to pass of lecture | 20 |
| 6. Discussion of the results of pass | 3 |

Student's workload

| Source of workload | hours | ECTS |
|----------------------|-------|------|
| Total workload | 75 | 3 |
| Contact hours | 43 | 1 |
| Practical activities | 15 | 0 |