



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Order processing

---

### Course

Field of study

Management and Production Engineering

Area of study (specialization)

Production Company Logistics

Level of study

Second-cycle studies

Form of study

part-time

Year/Semester

2/4

Profile of study

general academic

Course offered in

Polish

Requirements

elective

---

### Number of hours

Lecture

8

Tutorials

Laboratory classes

8

Projects/seminars

Other (e.g. online)

### Number of credit points

2

---

### Lecturers

Responsible for the course/lecturer:

PhD. Eng. Paweł Szymański

email: pawel.szymanski@put.poznan.pl

tel. +48 61/ 647 58 01, 665 24 23

Division of Foundry

Piotrowo 3 Str, PL-60-965 Poznan

Responsible for the course/lecturer:

---

### Prerequisites



Basic knowledge of logistics in a production company. The ability to identify logistic subsystems in the area of the enterprise.

### Course objective

Understanding the issues related to the processing of external orders in a production company.

### Course-related learning outcomes

#### Knowledge

The student has knowledge of the basics of the logistic processes and the basics of production management. Student has knowledge in the area of processing an external orders.

#### Skills

The student recognizes the type and form of production organization, can analyze the flow of materials and is able to develop a grading system for evaluating inquiries.

The student is able to develop an algorithm of procedure for the preparation of inquiry and contract.

The student can prepare an offers using economic tools.

#### Social competences

Understands the need for lifelong learning; can inspire and organize the learning process of other people. Understanding the need to expand own competences, readiness to cooperate as part of the team. Can think and act creatively and enterprisingly.

### Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Attendance, written exam at the end of the class.

Written exam at the end of the semester (minimum to pass at least 55% of correct answers)

Under 55% - 2.0, 55% to 60.0% - 3.0, 60.1% to 70.0% - 3.5, 70.1 to 80.0 - 4.0, 80.1% to 90.0% - 4.5, 90.1% to 100% - 5.0.

### Programme content

Logistic customer service. Elements of logistic customer service. Order processing in the logistics system. Processing orders and inquiries. Classification of costs for decision-making purposes.

### Teaching methods

Multimedia presentation, illustrated with examples given on the board. Brainstorm, discussion.

### Bibliography

#### Basic

1. Pfohl H-Ch., Systemy logistyczne. Podstawy organizacji i zarządzania, Wyd. Instytut Logistyki i Magazynowania, Poznań, 2001



2. Coyle J. i inni, Zarządzanie logistyczne, Wyd. Polskie wydawnictwo Ekonomiczne, Warszawa 2002.

Additional

1. Fertsch M., Logistyka Produkcji, Wyd. Instytut Logistyki i Magazynowania, Poznań 2003.

2. Twaróg J., Mierniki i wskaźniki logistyczne, Wyd. Instytut Logistyki i Magazynowania, Poznań 2003.

**Breakdown of average student's workload**

	Hours	ECTS
Total workload	50	2,0
Classes requiring direct contact with the teacher	20	1,0
Student's own work (literature studies, preparation for laboratory classes/tutorials, preparation for tests/exam) <sup>1</sup>	30	1,0

<sup>1</sup> delete or add other activities as appropriate