



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Service Management and Organization							
Course Code		OTT151		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	4	Workload	100 (<i>Hours</i>)	Theory	2	Practice	0	Laboratory	2
Objectives of the Course		Service management and organizational skills							
Course Content		Service organization, business plan, tools, equipment and equipment needs, spare parts control, parts specifications and standards, spare parts catalogs, supplier companies detection, inventory control, inventory control programs, cost accounting and pricing, document registration systems, reporting and archiving							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Demonstration, Individual Study					
Name of Lecturer(s)									

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading

1	Megep lecture notes
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Week	Weekly Detailed Course Contents	
1	Theoretical	Service organizations
2	Theoretical	Inside job descriptions Authority
3	Theoretical	Business plan
4	Theoretical	Tools, identification of materials and equipment needs
5	Theoretical	Spare parts control
6	Theoretical	Part specifications and standards
7	Theoretical	Order and needs form
8	Theoretical	Spare parts catalogs, to identify supplier companies
9	Intermediate Exam	Midterm
10	Theoretical	Stock control and inventory control programs
11	Theoretical	Cost accounting and pricing
12	Theoretical	Documents recording systems
13	Theoretical	Documents recording systems
14	Theoretical	reporting
15	Theoretical	archiving
16	Final Exam	Final Exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Assignment	10	0	3	30
Individual Work	10	0	2	20
Quiz	10	0	1	10
Midterm Examination	1	5	1	6
Final Examination	1	5	1	6
Total Workload (Hours)				100
[Total Workload (Hours) / 25*] = ECTS				4

*25 hour workload is accepted as 1 ECTS



Learning Outcomes

1	The student workshops and service environment, according to the Authority standard; organization of work to do and will be able to control.
2	Students may be able to run them alongside the distribution of tasks to employees and making business plans.
3	Student workshops and service environment, according to corporate standards; the stock will be able to follow, by means of the time and cost analysis report will be prepared keeping records.
4	To be able to make decision making in independent work, to work in interdisciplinary and interdisciplinary team, to have professional ethical values ??and quality and safety awareness.
5	To be able to understand the modern information required by the sector, the developing and changing technologies and to understand the customer expectations and the importance of customer relations.

Programme Outcomes (Automotive Technology)

1	To be able to interpret and evaluate data, identify problems, analyze them, and develop evidence-based solutions by using basic knowledge and skills in the field.
2	Must be able to choose and effectively use the modern techniques, tools and information technologies necessary for field related applications.
3	Must be able to gain practical skills by examining relevant processes in industry and service sector on site.
4	They must be able to produce solutions, take responsibility for teams or do individual work when they encounter situations unforeseen in the field related applications.
5	Awareness of the need for lifelong learning; it must be able to follow the developments in science and technology and to constantly renew itself.
6	Must be able to use computer software and hardware at the basic level required by the field
7	Must have job security, worker health, environmental protection knowledge and quality awareness.
8	He must possess a level of foreign language knowledge that is capable of following the innovations in his area of expertise and communication techniques.
9	Must be able to acquire basic theoretical and practical knowledge about the field in mathematics, science and basic engineering.
10	It should have the ability to plan the processes / processes of the Automotive Program to meet the expectations of the sector.
11	To be able to design the systems and components related to the field by using technical drawing, computer aided drawing, designing using simulation programs and using various softwares, to be able to make basic sizing calculations, to be able to master professional plans and projects.

Contribution of Learning Outcomes to Programme Outcomes 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1	L2	L3	L4	L5
P1	4	4	4	3	3
P2	3	3	3	4	5
P3	5	5	5	4	2
P4	3	3	3	5	3
P5				4	2
P6	2	2	2	4	3
P7	4	4	4	1	5
P8	2	2	2	2	3
P9					5
P10	5	5	5	4	3
P11	3	4	4	4	4

