

Add. 3		Course program for the first, second and third level (cycle) of studies				
1.	Course title	Production and service processes				
2.	Code	277				
3.	Study group(s)	Plnf.				
4.	The organizer of the study program (unit, institute, department)	Faculty of Mechanical Engineering - Skopje, Ss. Cyril and Methodius University in Skopje				
5.	Level (first, second, third)	First				
6.	Academic year / semester	winter	7.	ECTS credits	6	
8.	Instructor	Prof D-r Ljuben Dudeski Prof D-r Jasmina Caloska				
9.	Prerequisites	N/A				
10.	Course objectives (competences): Distinguishing technologies and manufacturing processes, characteristics of the necessary equipment, knowledge of the basic functions of the service processes, the interaction between manufacturing and service activities.					
11.	Course content: Division and the importance of production and service processes, basic technical and technological elements of production processes, machines and tools for the production function of the service processes, basic characteristics and structure of the service processes, service processes in large systems, service processes in small and medium enterprises.					
12.	Study methods: Interactive lectures, exercises auditory and / or laboratory, individual and / or team working on project assignments, self-study.					
13.	Total hours	6 ECTS x 30 hours = 180 hours				
14.	Hours allocation per activity:	30 + 30 + 30 + 30 + 60 = 180 hours				
15.	Lectures/Lab	15.1.	Lectures	30 hours		
		15.2.	Lab (student work)	30 hours		
16.	Project Work/Assignments	16.1.	Project assignments	30 hours		
		16.2.	Individual assignments	30 hours		
		16.3.	Self-study	60 hours		
17.	Points/Marks:					
	17.1.	Tests	70 points			
	17.2.	Projects	20 points			
	17.3.	Attendance	10 points			
18.	Grading scale	Under 50		5 (five) (F)		
		51 - 60 points		6 (six) (E)		
		61 - 70 points		7 (seven) (D)		
		71 - 80 points		8 (eight) (C)		
		81 - 90 points		9 (nine) (B)		
		91 - 100 points		10 (ten) (A)		
19.	Prerequisites for taking the final exam	Realized activity 17.2				
20.	Language of Instruction	Macedonian				
21.	Course evaluation	Student questionnaire				
22.	Textbooks					
	22.1.	Instruction materials				
		No.	Author	Title	Publisher	Year

		1.	Ljuben Dudeski, J. Caloska	Production and service processes	Faculty of Mechanical Engineering - Skopje	2008
		2.				
		3.				
		Supplemental Instruction Materials				
	22.2.	No.	Author	Title	Publisher	Year
		1.	S. Kalpakdzijan, S. Schmid	Manufacturing, Engineering & Technology	Ars Lamina	2009
		2.				