

SYLLABUS

1. Course title:

The basics of mass-service theory

2. Code:

(max. 20 characters)

3. Cycle of study:

1

4. ECTS credits:

3

5. Type of course: Mandatory Elective**6. Prerequisites:**

(max. 110 characters)

7. Class restrictions:

None

8. Duration / semester:

1

7

9. Weekly contact hours:

9.1. Lectures:

2

9.2. Seminars:

0

9.3. Laboratory/Practice classes:

1

10. Faculty:

Faculty of Mechanical Engineering Tuzla

11. Department/study program:

Manufacturing Mechanical Engineering

12. Lecturer:

Ph.D. Alan Topčić, Associate Professor

13. Lecturer's e-mail:

alan.topcic@untz.ba

14. Web site:

www.mf.untz.ba

15. Course aims:

Understanding the basis of the theory of mass service; Understanding the basic processes of mass-serving and its modeling; Mastering the theoretical and practical knowledges related to the application of the theory of mass-serving in everyday industrial practice.

16. Learning outcomes:

Identification, understanding and classification of the processes that base their work on mass-service theory; Identification and quantification of indicators relevant to the application of mass-serving theory in everyday industrial practice; Applying mass-service theory in modeling and simulation of simpler manufacturing processes; The use of literature in the field of subject studies.

17. Course content:

The term mass-service theory; Classification of mass-serving systems; Examples of mass-serving systems; The term of flow of events; Stochastic Processes; Discrete Stochastic Processes; Indicators of the functioning of the mass-serving system; The Basics of mass-serving system with malfunctions; The basics of the mass-serving system with malfunctions and unreliable channels

18. Learning methods:

LECTURES - theoretical lectures with the aim of acquiring theoretical skills supported by usage of multimedia tools and applying of active two-way communication on relation student - professor; LABORATORY EXERCISES - work in the laboratory and in the field with the aim of acquiring practical skills related to the subject matter of attached items; Preparation and presentation of Seminar paper and Reports on laboratory exercises - activities based on solving specific project issues from subjects of studie

19. Assessment methods:

PRE-EXAM REQUIREMENT: Students write two tests from Lecture - theoretical part (after half semester - first test and at the end of the semester - second test) and two tests from the laboratorial exercises (after half semester - first test and at the end of the semester - second test). Tests include previously treated topics within lectures and laboratory exercises. Theories tests are consist from of multiple choice tasks, tasks of simple recollection or essay tasks, where each correct answer is scored with 1 point, ie., the student can collect up to 8 points per test - 16 points for two tests. Tests from laboratorial exercises are consist from calculation tasks, where each correct solution is scored with 1 point, ie., the student can collect up to 6 points per test - 12 points for two tests. All the tests are taken by all students in the course at the same time thereby achieving uniformity of the level of knowledge that is being tested, as well as the conditions under the which a students takes the exam.

As part of the pre-exam requirement, students are required to prepare an individual Seminar paper that will cover a specific topic from the content of the subject. The same must be submitted in writing to the subject teacher for review, evaluation and presentation. For the Seminar paper student can collect a maximum of 7 points. Students prepare, submit and presents a Report from laboratory exercises - activities for which they can collect a maximum of 5 points.

For a continuous activity on lectures and exercises throughout the semester, the student can collect 22,5 points in lectures and 7,5 points at laboratorial exercises.

The exam is oral. The right to access to the exam have a students who have fulfilled all the pre-exam requirement with more than 50% success, and were present in more than 70% of lectures and exercises. At the oral examination the student answers on five questions from the program of the subject treated in lectures and exercises. An oral exam can be passed if the student answers to all questions. The maximum number of points that student can achieve at the oral exam is 30 points. Checks on all forms of knowledge are recognized as a cumulative exam. In order to pass the course student must achieve a minimum of 54 cumulative points.

20. Assessment components:

The requirement for a signature in Index - presence in 70% of the lectures. The rating is based on the total number of points which student earned by completing pre-exam requirements and on exam. The maximum number of points are 100. Points are collected by fulfilling the obligations according to the following scale: attendance to the lecture (22,5 points), tests from theory (2 tests × 8 points), Seminar paper (7 points), attendance to the Laboratory Exercise (7,5 points), Calculation tasks tests (2 tests × 6 points), Report from laboratory exercises (5 points), Exam (30 points)

GRADING SYSTEM:

- from 0 to 53 points - grade: 5 (five)
- from 54 to 63 points - grade: 6 (six)
- from 64 to 73 points - grade: 7 (seven)
- from 74 to 83 points - grade: 8 (eight)
- from 84 to 93 points - grade: 9 (nine)
- from 94 to 100 points - grade: 10 (ten)

21. Required reading list:

Gross D. i sar. (2008) „Fundamentals of Queueing Theory“, John Wiley & Sons
Vukadinović S. (1983) „Elementi teorije masovnog opsluživanja“, Beograd
Vukadinović S. i sar. (1989) „Slučajni procesi i njihova primjena u saobraćaju i transportu“, Beograd

22. Web sources:

(max. 687 characters)

23. Applicable starting from the academic year:

2015/2016.

24. Adopted in the Faculty/Academy session:

03.06.2015.