

**Information sheet for the course
Organization and technology of technical service**

University: <i>Alexander Dubček University of Trenčín</i>					
Faculty: <i>Faculty of special technology</i>					
Course unit code: <i>SAOA/B/2-39/d</i>			Course unit title: <i>Organization and technology of technical service</i>		
Type of course unit: <i>compulsory</i>					
Planned types, learning activities and teaching methods: <i>2 hours lectures per week, 2 hours laboratory exercises per week, full-time method</i>					
Number of credits: <i>5</i>					
Recommended semester: <i>5th semester in the 3rd year (full-time) 7th semester in the 4th year (part-time)</i>					
Degree of study: <i>I. (bachelor)</i>					
Course prerequisites: <i>none</i>					
Assessment methods: <i>Continuous check 2 times during the semester. 100% participation in laboratory exercises, the attainment of goals laboratory exercises, min. 60% attendance at lectures, demonstrate knowledge of subject content in written and oral examination. Processing semester project.</i>					
Learning outcomes of the course unit: <i>The student has knowledge of cross-department, provide a comprehensive overview of the basic organization processes and technologies in the automotive workshops and garages. Become familiar with system maintenance and repair of car repairs, the organization in commodities such as service stations checks and originality.</i>					
Course contents: <i>Mission Auto Body and a garage, the scope of their activities. Requirements for garages and repair shops. The maintenance cycles determine the maintenance, repair process - component repair departments, the spatial and temporal structure. Planning repair process. Management methods and controls repair process. Organization of car repairs. Repair process. Repairs. Automotive repair shops (cars - Cars, racing repair, warranty - warranty inspections, complaints, brand, tire repair shop). Garaging and parking, types of garages, parking and handling areas, parking system P + R, static and dynamic vehicle guidance, automatic parking system. Organization (logistics) activities of technical service and repairers in the field of economic - financial planning costs, personnel security, physical security spare parts, service and logistics operations management documentation. Organization of car repairs. Services for road vehicles (petrol stations, small repair, service car repair garage). Car Repair unbranded products, service concepts. Maintenance, Service & Repair Warranty and during the warranty period. Car service - security works. Technical competence and incompetence vehicle.</i>					
Recommended of required reading: <i>CHOVANEK, A., BALOG, J., KIANICOVÁ, M. Technológia a manažment opráv. TnUAD Trenčín 2002. ELIÁŠ, J., JAMRICOVÁ, Z. Opravy mobilnej techniky. TnUAD Trenčín 2004. BALOG, J., CHOVAŇEC, A., KIANICOVÁ, M. Technická diagnostika. TnUAD Trenčín 2003. VLK, F. Automobilová technická príručka, Nakladateľstvi a vydavateľstvi Vlk. Brno 2003. JAMRICOVÁ, Z., STODOLA, J., STODOLA, P. Diagnostika strojov a zariadení. Vydavateľstvo EDIS, Žilina, 2011.</i>					
Language: <i>Slovak</i>					
Remarks:					
Evaluation history <i>Total number of students being evaluated: 154</i>					
A	B	C	D	E	FX
9,09	20,13	31,17	18,18	21,43	0,0
Lecturers: <i>Assoc.prof. Ing. Zuzana Jamrichová, PhD.,</i>					

Ing. Monika Pilková, PhD.

Last modification: *15.4.2014*

Supervisor: *prof. Ing. Alexej Chovanec, PhD., guarantee of the study program „Vehicles Maintenance and Repair“*