Operations Research by Associate Professor Dr. Violeta Cvetkoska  
  
Managers face a number of challenges related to limited financial resources, increased customer requirements and changes in their preferences, how to improve employee performance, the impact of the technologies of the Industrial Revolution 4.0 and the big data on organizations operating. By applying analytical methods, techniques and tools of operations research, managers will be able to make better decisions based on facts that can increase efficiency, customer and employee satisfaction, revenue, profit, reduce costs, complaints and waiting time. By gaining knowledge and skills in this powerful discipline you will be prepared to respond to the challenges that your organization faces, achieve competitive advantage and survive in the long term.   
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