Detailed course unit executive plan and programme						
Course unit code	172421					
Course unit title	**Quality Management**					
GENERAL INFORMATION						
Study programme	**Master**				Year	**1**
Director of the course and assistant	**Violeta Šugar, PhD, Associate Professor** **Roberta Kontošić Pamić, PhD, postdoc**					
Course status[1]		Mandatory		Elective		
Credits allocated and type of lectures						
			Winter semester		Summer semester	
ECTS students workload			**6**			
Number of hours per semester			**30 L + 30 S**			
Course objectives, teaching and learning methods and learning outcomes						

Quality means different things to different people. There is no single definition. In this course, we learn about various quality gurus and their quality concepts and definitions. The focus of this course is quality management, quality standards, quality strategies, quality analysis and continuous improvements. Students learn about ISO, TQM, 6Sigma, BSC, OHSAS, HACCP, IQM. They are encouraged to discuss and search for answers in case study analyses. Students will actively participate in the lectures and discussions, read various books, papers and other sources, prepare their homework, research and present the results.

Case Analyses – a case is a synopsis of a 'real world' problem or situation faced by an organization. Students will respond to the case by analysing the problem/situation to determine the key issues, objectives, and management alternatives, and then determining the best course of action for the organization being studied. These cases will be discussed in class, allowing students to develop, exhibit, and refine their analytical and problem solving skills.

Class Discussions – practical problems will be explored through class discussions.

Lectures – a variety of lectures will be provided on various course topics to provide the foundation for learning. These lectures will be provided both by the course lecturer and guests.

Learning outcomes

1) To familiarize students with the issues and challenges of quality management.
2) Students will understand the concepts concerning quality in general, as well as specific features of quality standards, quality analysis, quality measures and quality improvements.
3) Students will understand and implement basic elements of quality audit.

Requirements, correspondence and correlativity

no specific requirements

Course content (list of topics)

1. Terms and definitions, quality gurus
2. Quality management, quality standards
3. Quality strategy and policy
4. Quality circle – PDCA
5. International standards – ISO

[1] Mark with „X"

6. Quality management systems – measuring and analysis
7. Evaluation, certification, auditing
8. Other quality concepts: TQM, IQM, 6Sigma, BSC, Malcolm Baldridge National Award, European Quality Award, Croatian Quality
9. Case study
10. Project

Modes of instruction and acquiring knowledge (mark in **bold**)

Lectures	Seminars and workshops	Exercises	**Individual tasks**	**Multimedia and internet**
Distance learning	**Counselling**	Laboratory	Tutorial	Fieldwork

Student requirements

Assessment and evaluation of students (mark in **bold**)

Attendance	**Class participation**	Seminar paper	Experimental work
Written exam	**Oral exam**	Essay	**Research**
Project	**Continuous assessment**	Report	Practical work

Assessment breakdown within the *European credit transfer system*

REQUIREMENTS	HOURS (estimation)	LEARNING OUTCOMES	SHARE IN ECTS	SHARE IN GRADE
Class attendance and activity – *ad hoc* assignments	45	1 - 3	1,2	20%
Research, project and oral presentation	61,5	1 – 3	2,4	40 %
Oral exam	61,5	1 – 3	2,4	40%
Total	168		6	100 %

Bibliography

Mandatory bibliography

1. lectures and other study material on e-learning
2. Goetsch, D. L., Davis, S. (2013): ***Quality Management for Organizational Excellence; Introduction to Total Quality***, Pearson
3. Juran, J. M. (ed.) (1999): ***Juran's Quality Handbook***, McGraw-Hill, http://www.pqm-online.com/assets/files/lib/books/juran.pdf

Additional bibliography

1. ISO Standards, http://www.iso.org/iso/home/standards.htm
2. Juran Institute, case studies: http://www.juran.com/about-us/legacy/
3. Deming Institute, podcasts: http://podcast.deming.org/

Additional information on the course

All projects and written papers should be downloaded to the appropriate map on e-learning.