

DESCRIPTION OF A STUDY COURSE – SYLLABUS

Title of a course	Quality Control System in Road Transport				
Head of course	Assistant Professor, PhD Sanja Zambelli				
Study programme	Specialist professional graduate study Road Transport				
Status of a course	Elective				
Year of study	2.	Semester	III	ECTS credits	5
Teaching plan (L + E + S+ Pr)	2L+2E				
Goals of a course					
The aim of the course is to acquaint the student with the basic concepts of quality, the concepts of quality management systems and ways of achieving quality, and through practical exercises and case studies to demonstrate the practical application of ISO standards.					
Conditions for enrolling course					
No conditions					
Learning outcomes on a level of a study programme which includes course					
Outcome 2: Apply international, European and national legislation in the implementation of technological and service processes in the field of road transport. Outcome 3: Apply economic solutions to transport systems while respecting the fundamental financial, marketing, ethical, management and other economic principles. Outcome 10: Apply quality standards to the process of the development of road transport systems. Outcome 13: Manage communication and collaboration processes in different social groups in the field of transport.					
Expected learning outcomes on a level of a course					
1. Distinguish the concepts of quality control, quality assurance and quality management 2. Define quality policy and goals, group business processes 3. Analyse the concepts of standards, standardization, and highlight the development of standardization in the world and in Croatia 4. Apply the ISO 9001:2015 standard, plan quality system audits and propose corrective solutions					
Content of a course					
Requirements of ISO norm 9001:2015; Reasons for implementation of ISO 9001:2015 ISO norm; Process of implementation of ISO norm 9001:2015; Audit of quality system.					
Teaching modes	<input checked="" type="checkbox"/> lectures <input type="checkbox"/> auditory exercises <input checked="" type="checkbox"/> seminars and workshops <input type="checkbox"/> distance learning <input type="checkbox"/> field classes		<input checked="" type="checkbox"/> individual assignments <input type="checkbox"/> multimedia and network <input type="checkbox"/> laboratory <input type="checkbox"/> supervisor's work <input type="checkbox"/> other _____		
Comments					
Students' obligations					
Grading, evaluation and monitoring of students' work continuously during lectures and exams					
Grading is based upon evaluation of course's learning outcomes' adoption. Grading is performed continuously during lectures and/or during exam, in compliance with the provisions of Regulation on the assessment of students.					

Continuous check-up:

Outcomes	Activity in class	Pre-exam 2	Assignment	Pre-exam 2	Threshold	Max
Outcome 1	4%	20%			22	44
Outcome 2	4%	20%			22	44
Outcome 3	2%			20%	1	2
Outcome 4			10%	20%	5	10
Percentage of ECTS	0,5	1	0,5	1%		
Total	10%	40%	10%	40%	50 %	100 %

A student has passed the exam if he has acquired a percentage of credits for each learning outcome higher or equal to defined threshold.

Exam term:

Outcomes	Written exam	Oral exam	Max
Outcome 1	25%	10%	35%
Outcome 2	25%	5%	30%
Outcome 3	15%	5%	20%
Outcome 4	10%	5%	15%
Percentage of ECTS	4	1	
Total	75%	25%	100 %

A student has passed the exam if he has acquired a percentage of credits for each learning outcome higher or equal to defined threshold.

Grading:

A student has passed the exam if he has acquired at least 50% of anticipated credits of a specific learning outcome.

If a student has passed learning outcomes of all courses, the accomplished credits (percentages) of all passed learning outcomes are being added, while the final grade is defined upon following table:

Range of credits (percentages)	Numerical grade	ECTS grade
90,00 – 100,00	Excellent (5)	A
75,00 – 89,99	Very good (4)	B
60,00 – 74,99	Good (3)	C
50,00 – 59,99	Sufficient (2)	D
0,00 – 49,99	Insufficient (1)	F

Obligatory literature

1. Lazibat, T. Upravljanje kvalitetom, Znanstvena knjiga, Zagreb, 2009.

Additional literature

1. Baković, T., Dužević, I. Integrirani sustavi upravljanja, Ekonomski fakultet Zagreb, Zagreb, 2014.
2. Skoko, H., Upravljanje kvalitetom, Sinergija, 2000.
3. Lazibat, T., Baković, T., Poznavanje robe i upravljanje kvalitetom
4. Oslić, I., Kvaliteta i poslovna izvrsnost (pristupi i modeli) MEP Consult, Zagreb, 2008.
5. Lazibat, T., Kolaković, M., Međunarodno poslovanje u uvjetima globalizacije, Sinergija, Zagreb, 2004.

