

DESCRIPTION OF A STUDY COURSE – SYLLABUS

Title of a course	Quality Management				
Head of course	Assistant Professor, PhD Sanja Zambelli				
Study programme	Professional undergraduate study Entrepreneurship				
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 introduce students with the basic concepts of quality, quality management, ways of achieving quality through various managerial concepts, and to demonstrate the practical application of ISO norms through practice and case studies					
Conditions for enrolling course					
No conditions					
Learning outcomes on a level of a study programme which includes course					
Outcome 2: Apply professional knowledge and skills in business operations and in upgrading an existing business entity or in establishing a new one. Outcome 3: Identify and evaluate key performance indicators of companies for management and decision making. Outcome 8: Identify and analyse different organizational solutions in business processes. Outcome 13: Identify different business risks and their impact on the business process.					
Expected learning outcomes on a level of a course					
1. Distinguish the terms of quality, quality management and quality approach. 2. Describe quality management methods, techniques, and settings. 3. Analyse the concepts of standards, standardization and development of standardization in the world and in Croatia 4. Describe the quality system audit.					
Content of a course					
Concept definition: importance of quality, factors, quality management... Quality as a strategic goal. Economic quality observations. Complete quality management: basic conception, benchmarking, strategy. System of complete quality management and changes: organizational, cultural, personnel. Stages of development and establishment of TQM system. Methods and techniques of quality management: development methods, quality management. Quality management as complex and continuous process. Solving of practical, problem situations from entrepreneurial practice.					
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	Pre-exam I	Pre-exam 2	Oral examination	Writing examination	Threshold	Max
Outcome 1	20%		4%	2%	13%	26%
Outcome 2	20%		4%	2%	13%	26%
Outcome 3		20%	2%	2%	12%	24%
Outcome 4		20%		4%	12%	24%
Percentage of ECTS	2	2	0,5	0,5		
Total	40%	40%	10%	10%	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	22%	4%	26%
Outcome 2	22%	4%	26%
Outcome 3	22%	2%	24%
Outcome 4	24%	0%	24%
Percentage of ECTS	4	1	
Total	90%	10%	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.

