

NAME OF THE COURSE		QUALITY MANAGEMENT				
Code	EUT403	Year of study	1.			
Course teacher	Dragana Grubišić, Ph.D. Doris Podrug Ph.D.	Credits (ECTS)	5			
Associate teachers		Type of instruction (number of hours)	L	S	E	F
			26		26	
Status of the course	Elective course	Percentage of application of e-learning	40%			
COURSE DESCRIPTION						
Course objectives	The aim of the course is to enable students to valorise knowledge in the area of quality management and to evaluate which methods or quality management tools should be applied.					
Course enrolment requirements and entry competences required for the course						
Learning outcomes expected at the level of the course (4 to 10 learning outcomes)	Learning outcomes:					
	Compile the proposal and implement solutions in the area of quality management (level 7 according to the CQF). Individual learning outcomes: 1. Critically evaluate quality as a relative category and its indicators (level 7 according to CQF). 2. Generalize the guru’s quality insights and classify quality management systems (level 7 according to CQF). 3. Identify and evaluate quality management elements (level 7 according to CQF). 4. Suggest a specific method, technique, or problem-solving tool; develop such a method and issue a solution proposal (level 7 according to the CQF). 5. Argue your opinion about business excellence and quality awards (level 7 according to CQF).					
Course content broken down in detail by weekly class schedule (syllabus)	Lectures		Exercises			
	Theme	Hours	Theme	Hours		
	1. Introduction; Quality concept; Quality Indicators	2	1. Teamwork: Quality Indicators	2		
	2. Quality as relative category	2	2. Teamwork: Quality as a relative category	2		
	3. Philosophies and Frameworks	2	3. Teamwork: Applying the Guru Quality Principle	2		
	4. Quality planning - clients	2	4. Teamwork: Identifying and ranking clients	2		
	5. Quality planning - requirements	2	5. Teamwork: Identifying and ranking requirements	2		
	6. Quality Assurance	2	6. Teamwork: Activities of QA	2		
	7. Quality Control	2	7. Teamwork: Presentation of results and discussion	2		
	8. 1. colloquium		8. 1. colloquium			
	9. Principles of Quality Management	2	9. Documentary film - discussion	2		
	10. Models of Quality Management 1	2	10. Teamwork: Applying the principle of TQM in the example	2		
	11. Models of Quality Management 2	2	11. Teamwork: Kaizen; 5S	2		
	12. Methods and techniques of Quality Management	2	12. Teamwork: Quality house; Ishikawa diagram	2		

	13. Tools of Quality Management	2	13. Teamwork: Affinity diagram; Tree diagram	2
	14.-Business excellent	2	14. Business excellent	2
	15. 2. colloquium		15. 2. colloquium	
Format of instruction	<div> <input checked="" type="checkbox"/> lectures <input type="checkbox"/> seminars and workshops <input checked="" type="checkbox"/> exercises <input type="checkbox"/> <i>on line</i> in entirety <input checked="" type="checkbox"/> partial e-learning <input type="checkbox"/> field work </div> <div> <input checked="" type="checkbox"/> independent assignments <input type="checkbox"/> multimedia <input type="checkbox"/> laboratory <input type="checkbox"/> work with mentor <input type="checkbox"/> (other) </div>			
Student responsibilities	The condition for signing and taking the exam is a minimum attendance of 70% for full-time students and 35% for part-time students. Attending classes assumes active participation in group work on exercisers.			
Screening student work <i>(name the proportion of ECTS credits for each activity so that the total number of ECTS credits is equal to the ECTS value of the course)</i>	Class attendance	0,5	Research	
	Experimental work		Report	(Other)
	Essay		Seminar essay	(Other)
	Tests	4	Oral exam	(Other)
	Written exam		Project	(Other)
Grading and evaluating student work in class and at the final exam	<p>During semester, students will have two colloquia. In order to access the second colloquium, the first one should achieve at least 45% of the correct answers. Successful solving of both colloquia (at least 60% of the correct answers) forms the overall grade. Alternatively, if students do not pass the exam through a colloquy, they can take it in writing during the exam period. Students who want a higher rating will be able to answer orally.</p> <p>Percentage thresholds and corresponding grades for written knowledge assessment:</p> <p>0-59 inadequate (1) 60-70 sufficient (2) 71-80 good (3) 81-90 very good (4) 91-100 excellent (5)</p>			
Required literature (available in the library and via other media)	Title		Number of copies in the library	Availability via other media
	Šiško Kuliš, M., Grubišić, D. (2010): Upravljanje kvalitetom. Ekonomski fakultet u Splitu		5	Intranet
	Hardjono, T. i van Kemenard, E. (2021): The Emergence Paradigmi n Quality Management. A Way Towards Radical Innovation. Springer			Internet pdf
	Luthra, S., Garg, D., Agarwal, A., Mangala, S. K. (2021): Total Quality management (TQM). Principles, Methods, and Applications. CRC Press			internet pdf

Optional literature (at the time of submission of study programme proposal)	Lazibat, T. (2009): Upravljanje kvalitetom. Zagreb: Znanstvena knjiga. (1 primjerak u knjižnici) Oslić, I. (2008): Kvaliteta i poslovna izvrsnost. Zagreb: MEP Consult (1 primjerak u knjižnici)		
Quality assurance methods that ensure the acquisition of exit competences	<ul style="list-style-type: none"> • Monitoring attendance and performance of other student obligations (teacher) • Teaching Supervision (Vice Dean for education and student affairs) • Analysis of the success of studies in all subject studies (Vice Dean for teaching) • Student Survey on the Quality of Teachers and Teaching for Each Subject Study (UNIST, Center for Quality Improvement) • The examination conducted by the subject teacher examines all learning outcomes of the subject. Periodic examination of the content of the exam is conducted on the basis of which the appropriateness of the method of checking the learning outcomes (Vice Dean for education and student affairs) 		
Other (as the proposer wishes to add)			