

Faculty of Economics / ECONOMICS / Quality management

Course:	Quality management			
Course ID	Course status	Semester	ECTS credits	Lessons (Lessons+Exercises+Laboratory)
4135	Mandatory	1	7	2+0+0
Programs	ECONOMICS			
Prerequisites	No conditionality			
Aims	The aim of the study is that students possess the knowledge in the field of quality management. Another aim is to teach students the methods and techniques of quality improvement and through practical examples to enable their use in specific conditions.			
Learning outcomes	After passing the exam in this subject, students will be able to: 1. Distinguish the basic concepts and development of quality science. 2. Recognizes and defines the approaches of quality gurus. 3. Understands the standards of the quality management system and their principles. 4. Interprets the requirements of the ISO 9001 standard. 6. Applies the process approach. 7. Distinguish between audit and self-assessment.			
Lecturer / Teaching assistant	Prof. Dr Zdravko Krivokapić			
Methodology	Lectures, tests and final exam			
Plan and program of work				
Preparing week	Preparation and registration of the semester			
I week lectures	Introduction, definitions and terminology.			
I week exercises				
II week lectures	Quality - the importance and development			
II week exercises				
III week lectures	Gurus of quality.			
III week exercises				
IV week lectures	Standards in the field of management systems.			
IV week exercises				
V week lectures	Quality management system.			
V week exercises				
VI week lectures	The requirements of ISO 9001 standard.			
VI week exercises				
VII week lectures	First test			
VII week exercises				
VIII week lectures	Process approach.			
VIII week exercises				
IX week lectures	Other systems of management.			
IX week exercises				
X week lectures	Checking of management system.			
X week exercises				
XI week lectures	Self Assessment.			
XI week exercises				
XII week lectures	Improving. Tools and Techniques for improving.			
XII week exercises				
XIII week lectures	Methods of quality			
XIII week exercises				
XIV week lectures	Second test			

XIV week exercises						
XV week lectures		Final exam				
XV week exercises						
Student workload						
Per week		Per semester				
7 credits x 40/30=9 hours and 20 minuts 2 sat(a) theoretical classes 0 sat(a) practical classes 0 excercises 7 hour(s) i 20 minuts of independent work, including consultations		Classes and final exam: 9 hour(s) i 20 minuts x 16 =149 hour(s) i 20 minuts Necessary preparation before the beginning of the semester (administration, registration, certification): 9 hour(s) i 20 minuts x 2 =18 hour(s) i 40 minuts Total workload for the subject: 7 x 30=210 hour(s) Additional work for exam preparation in the preparing exam period, including taking the remedial exam from 0 to 30 hours (remaining time from the first two items to the total load for the item) 42 hour(s) i 0 minuts Workload structure: 149 hour(s) i 20 minuts (cources), 18 hour(s) i 40 minuts (preparation), 42 hour(s) i 0 minuts (additional work)				
Student obligations		Students are required to attend classes and do tests				
Consultations		Cabinet 401				
Literature						
Examination methods		First test 25 points Second test 25 points Final exam 50 points				
Special remarks						
Comment						
Grade:	F	E	D	C	B	A
Number of points	less than 50 points	greater than or equal to 50 points and less than 60 points	greater than or equal to 60 points and less than 70 points	greater than or equal to 70 points and less than 80 points	greater than or equal to 80 points and less than 90 points	greater than or equal to 90 points