

Faculty of Mechanical Engineering / /

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| Course: | | | | |
| Course ID | Course status | Semester | ECTS credits | Lessons (Lessons+Exercises+Laboratory) |
| 10514 | Optional | 2 | 8 | 4+0+0 |
| Programs | | | | |
| Prerequisites | n/a | | | |
| Aims | The aim of the study is for students to master knowledge in the field of Total Quality Management and to observe research trends. The goal is for students to master knowledge and techniques that they can apply in order to improve organizational performance. | | | |
| Learning outcomes | After the student passes the exam, he will be able to: 1. Understands the principles of business excellence 2. Evaluates the performance of organizations from the aspect of business excellence 3. Makes structural changes in order to improve organizational performance 4. For research in the function of producing scientific papers with the application of the most modern software packages | | | |
| Lecturer / Teaching assistant | Aleksandar Vujovic | | | |
| Methodology | Lectures, exercises and seminar work | | | |
| Plan and program of work | | | | |
| Preparing week | Preparation and registration of the semester | | | |
| I week lectures | TQM and Business Excellence - Basics | | | |
| I week exercises | TQM and Business Excellence - Basics | | | |
| II week lectures | Organizational performance measurement, TQM and financial improvements. Work in the BSC software package | | | |
| II week exercises | Organizational performance measurement, TQM and financial improvements. Work in the BSC software package | | | |
| III week lectures | Postulates of business excellence and principles of TQM | | | |
| III week exercises | Postulates of business excellence and principles of TQM | | | |
| IV week lectures | Malcolm Baldrige Award Criteria | | | |
| IV week exercises | Malcolm Baldrige Award Criteria | | | |
| V week lectures | EFQM business excellence model | | | |
| V week exercises | EFQM business excellence model | | | |
| VI week lectures | Deming Award | | | |
| VI week exercises | Deming Award | | | |
| VII week lectures | Other quality awards (Swedish model, quality oscar...) | | | |
| VII week exercises | Other quality awards (Swedish model, quality oscar...) | | | |
| VIII week lectures | I test | | | |
| VIII week exercises | I test | | | |
| IX week lectures | Reward comparison, analysis. | | | |
| IX week exercises | Reward comparison, analysis. | | | |
| X week lectures | Business excellence and quality management system | | | |
| X week exercises | Business excellence and quality management system | | | |
| XI week lectures | Improving the performance of business processes through business excellence, Simulation, Software BSC | | | |
| XI week exercises | Improving the performance of business processes through business excellence, Simulation, Software BSC | | | |
| XII week lectures | Self-Assessment, Radar, Software Simulation | | | |
| XII week exercises | Self-Assessment, Radar, Software Simulation | | | |
| XIII week lectures | Analysis of quality award winning organizations | | | |

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| XIII week exercises | Analysis of quality award winning organizations | | | | | |
| XIV week lectures | Research and trends, opportunities for improving organizational performance. | | | | | |
| XIV week exercises | Research and trends, opportunities for improving organizational performance. | | | | | |
| XV week lectures | II test | | | | | |
| XV week exercises | II test | | | | | |
| Student workload | | | | | | |
| Per week | | | Per semester | | | |
| 8 credits x 40/30=10 hours and 40 minuts 4 sat(a) theoretical classes 0 sat(a) practical classes 0 excercises 6 hour(s) i 40 minuts of independent work, including consultations | | | Classes and final exam: 10 hour(s) i 40 minuts x 16 =170 hour(s) i 40 minuts Necessary preparation before the beginning of the semester (administration, registration, certification): 10 hour(s) i 40 minuts x 2 =21 hour(s) i 20 minuts Total workload for the subject: 8 x 30=240 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) 48 hour(s) i 0 minuts Workload structure: 170 hour(s) i 40 minuts (cources), 21 hour(s) i 20 minuts (preparation), 48 hour(s) i 0 minuts (additional work) | | | |
| Student obligations | | | Students are required to attend classes and do colloquiums | | | |
| Consultations | | | Every working day in office 419 | | | |
| Literature | | | | | | |
| Examination methods | | | I test 25 points II test 25 points Final exam with 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 |