

## QUALITY MANAGEMENT

Title of Study Programme and Code		Type (compulsory/optional)	Cycle	Year of study when the component is delivered (if applicable)
Business Management 6531LX076		Compulsory	1 <sup>st</sup>	3 <sup>rd</sup> year
Semester/trimester when the component is delivered		Number of ECTS credits allocated	Language of instruction	Mode of delivery (face-to-face/e-learning/...)
5 <sup>th</sup>		4 ECTS	English	Face-to-face, e-learning
Learning outcomes			Study methods	Assessment methods
After completion of the study subject, a student should be able:			Lectures; Group work; Interpretation of concepts; Analysis of the solution; Solution of the individual tasks; Simulation.	Written exam; Test; Defense of the individual homework.
<b>LO 1</b>	To explain principles of product's quality assurance and procedures of quality control performance.			
<b>LO 2</b>	To explain the concept of service quality and measurements techniques.			
<b>LO 3</b>	To describe evolution of quality management, essence of quality and total quality management.			
<b>LO 4</b>	To base the importance of quality system elements – quality police, aims, areas of assessment, procedures, etc. formation to the organization.			
<b>LO 5</b>	To explain the quality methods, standards and their implementation in the organization.			
<b>LO 6</b>	To understand total quality management differences form internal and external environments.			
<b>LO 7</b>	To evaluate the possibilities of activities improvement in the context of quality control.			
<b>LO 8</b>	To explain principles and levels of standardization, certification and regulations.			
<b>LO 9</b>	To describe types of social responsibility, forms of expression, levels and progress of the implementation.			
<b>LO 10</b>	To evaluate the environmental management and quality management systems implementation in organizations.			

<b>LO 11</b>	To explain principles of product's quality assurance and procedures of quality control performance.		
<b>LO 12</b>	To explain the concept of service quality and measurements techniques.		
<b>LO 13</b>	To describe evolution of quality management, essence of quality and total quality management.		
<b>Prerequisites</b> <b>(these courses must be successfully completed prior to taking this particular course)</b>			
Fundamentals of Management			
<b>Course content</b>			
<ol style="list-style-type: none"> <li>1. Quality and its management conceptions (concepts and terms, characteristics and indicators, quality management development).</li> <li>2. Quality systems (standards, structure, principles, requirements, quality assurance system).</li> <li>3. Social responsibility (liability), environment protection and quality management systems and their implementation.</li> <li>4. Standardization (aims, objects, principles, certification and accreditation, metrology).</li> <li>5. Quality management (standards, quality management systems and principles, total quality and its management).</li> <li>6. Product quality and its measurement (production quality, measurements quality, exploitation quality, presentation ways of finished products for control, selection of the control plan, control performance order).</li> <li>7. Service quality and its measurement (conception of services quality, services quality system and standards, models and measurement).</li> <li>8. Quality control, methods and ways (continuous control, spot-check, quality audit).</li> </ol>			
<b>Recommended or required reading and other learning resources/tools</b>			
<ol style="list-style-type: none"> <li>1. Michael E. Milakovich (2006). Improving service quality in the global economy: achieving high performance in public and private sectors. Boca Raton (Fla.): Auerbach Publications.</li> <li>2. Abdul Razzak Rumane (2017). Quality Management in Construction Projects (Systems Innovation Book Series). CRC Press.</li> </ol>			