



SYLLABUS OF THE ACADEMIC DISCIPLINE



Quality management

(ID: 5108)

Code and name of specialty	073 «Management»	Faculty	Economics and Management
Name of the educational and professional program	«Management» of the second level of higher education branch of knowledge 07 «Management and administration»	Department	Management and administration

Lecturer



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Candidate of economic sciences, associate professor.

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The author of more than 160 scientific, educational and methodological works.

<https://kaf-ma.tntu.edu.ua/>

<https://library.tntu.edu.ua/personaliji/a/h/haluschak-olha-jaropolkivna/>

<https://scholar.google.com.ua/citations?user=60OjhecAAAAJ&hl=uk>

Consultations: according to the consultation schedule.

General information about the discipline

Course goal	Formation of system knowledge on the theory and methodology of quality management; principles of construction and functioning of quality management systems; studying of regulatory, organizational and economic issues of quality management.
Course format	The course involves lectures, practical work and consultations for a better understanding of the material and is accompanied by an electronic training course of the A-Tutor system, has a structure, content, tasks and an evaluation system.

<p>Graduates' competencies according to the EP</p>	<p>IC. Ability in solving complex tasks and problems characterized by complex and uncertain conditions and requirements in the field of management or in the study process involving some research and/or innovations carrying out. GC1. Be able to conduct research at appropriate level. GC6. Be able to generate new ideas (creativity). SC1. Be able to choose and apply conceptions, methods and tools of management, including those ones required for the specified objectives and international standards. SC4. Ability of efficient use and development of company's resources. SC9. Ability in analysing and structuralizing the problems of an organization, make reasonable managerial decisions, provide their implementation.</p>
<p>Program learning outcomes according to the EP</p>	<p>PLO1. Be critical in treating, choosing and using the required scientific, methodical and analytical tools to manage under unpredictable conditions. PLO6. Have skills in making, substantiating, providing the implementation of managerial decisions under unpredictable conditions taking into account current law requirements, ethics norms and social responsibility.</p>
<p>Scope of the course</p>	<p>Number of ECTS credits -4; lectures-28 hours; practical classes – 14 hours; self-study – 78 hours.</p>
<p>Signs of the course</p>	<p>Academic year – 1; semester – 1; obligatory; number of modules – 2.</p>
<p>Form of control</p>	<p>Exam</p>
<p>Prerequisites</p>	<p>The effectiveness of mastering the content of the discipline "Quality management" will be significantly increased if the student has previously mastered the material of the following disciplines: "Fundamentals of management", "Standardization and certification", "Personnel management".</p>
<p>Hardware and software</p>	<p>Technical means for demonstrating learning results (laptop, projector). Microsoft Office suite of software products.</p>

Structure of the course

Hours (lectures/ practical classes)	Topic and contents in brief	Learning outcomes	Diagnostic tools	S e l f - s t u d y	Name of works
3/1	<p>Topic 1 History of development and applied aspects of the discipline</p> <p>Discipline subject. History of development the quality management. Contribution of scientists to the solution of quality problems. Applied aspects of quality management (ISO 9000, TQM, Quality Award, Six-Sigma, Lean production, Kaizen, Just in time systems). Importance of quality management.</p>	<p>To know: the essence of the concepts of "quality" and "quality management", the meaning of quality management in the general management system, the history of development the quality management, the contribution of scientists to the solution of quality problems, international quality rating systems.</p> <p>Be able to: determine the possibility of implementation an appropriate quality system in company.</p>	Surveys, discussions, cases.		Studying of lecture material
3/2	<p>Topic 2 Implementation of quality management</p> <p>Preparing of organization for transformation. Actions to achieve the transformation of company activity as to quality increasing. Critical success factors for quality increasing.</p>	<p>Know: stages of the process of introduction a new quality management system; external and internal factors affecting the effectiveness of transformational changes in the company; positive changes from the implementation of the quality management system in the organization.</p> <p>Be able to: organize the process of preparation for the implementation of a new quality management system in the organization; assess the factors affecting the quality of management and the activities of company, identify these factors in order to improve the quality of the company's products and services.</p>	Surveys, discussions, cases.		Studying the sections of program that are not presented in lectures Preparation for control measures (testing, examination)

Structure of the course

Hours (lectures/ practical classes)	Topic and contents in brief	Learning outcomes	Diagnostic tools	S e l f - s t u d y	Name of works
3/2	<p>Topic 3 Standards and models of quality management ISO 9000 series of standards. Self-assessment models of quality management</p>	<p>Know: benefits from the implementation of ISO 9000 series in the company, problems that may arise during implementation of these standards; international models of quality, where the focus is not on achievement of certificate, but on recognition through self-assessment and associated awards.</p> <p>Be able to: develop and implement a quality management system in the organization's activities based on and principles of new versions of ISO 9000 international standards and ensure its effective functioning.</p>	Surveys, discussions, cases.		<p>Studying of lecture material</p> <p>Preparation for practical classes</p> <p>Studying the sections of program that are not presented in lectures</p>
2/1	<p>Topic 4 Popular quality management systems Quality management principles. The requirements of quality management system. Quality systems: Six sigma, Lean production, Kaizen, Just in Time</p>	<p>Know: the institutional framework of quality management, namely: quality management models, international management systems.</p> <p>Be able to: apply the methodological tools of quality management in the organization and in the practice of analysis and quality control.</p>	Surveys, discussions, cases, tests.		<p>Preparation for control measures (testing, examination)</p>
4/2	<p>Topic 5 Statistical methods of control The essence of statistical methods of quality control. Control sheet. Histogram. Control card. Pareto diagram. Cause-effect Ishikawa diagram (diagram "fish skeleton"). Diagram of scattering. Stratification.</p>	<p>To know: content and features of statistical methods of quality control.</p> <p>Be able to: apply statistical methods of quality management in the operational activities of the enterprise.</p>	Surveys, discussions, cases.		

Structure of the course

Hours (lectures/ practical classes)	Topic and contents in brief	Learning outcomes	Diagnostic tools	Name of works
4/2	<p>Topic 6 Tools of quality management Seven tools of quality management. Diagram of similarity. Diagram of connections. Tree diagram. Matrix diagram. Arrow diagram. Process Decision Program Chart (PDPC). Matrix of priorities. Quality Function Deployment (QFD)</p>	<p>Know: classic and new methods of quality management. Be able to: use modern methods and tools of quality management in the company's current activities.</p>	Surveys, discussions, cases.	Studying of lecture material
4/2	<p>Topic 7 People in quality management Respect for the individual. Delegation of power, motivation and participation. Teamwork. Development of people. Reward and recognition of administrative activity</p>	<p>Know: rules for managing people and attitude towards them; basic requirements for the delegation of power; rules for organizing of effective teamwork; benefits and achievements from working in a team; varieties of reward and recognition of staff. Be able to: work in a team, motivate and reward the staff for achievements in improving the quality of work, products or services.</p>	Surveys, discussions, cases, tests, business game.	Preparation for practical classes Studying the sections of program that are not presented in lectures
4/2	<p>Topic 8 Quality audit The main features of quality system audit. Role of quality audit in international trade. Audit objectives. Audit terms and definitions. Types of quality audit. Planning and preparation of quality audit. The quality auditor. Audit performance. Audit checklist. Audit techniques. Audit reporting</p>	<p>Know: features of the implementation of internal and external quality audit (processes, work and management decision-making). Be able to: draw up documents on the audit of the quality system: develop an audit program, evaluate the results of the audit, prepare relevant reports and conclusions on the audit; review the implementation of the audit program and the corrective and preventive actions taken.</p>	Surveys, discussions, cases, tests.	Preparation for control measures (testing, examination)

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References

Basic

- 1 David L. Goetsch and Stanley Davis "Quality management for Organizational Excellence", 2014. 467p.
- 2 Ng Kim-Soon_"Quality management system and practices". Universiti Tun Hussein Onn Malaysia, 2012.
- 3 Graeme Knowles "Quality management", 2011. 185p.
- 4 Viet Quan, Hoang Quality Management: The importance of the collaboration between Focal Firm and First-tier Supplier(s). – JAMK University of Applied Sciences, 2017. 51p.

Additional

- 1 V.S.Bagad "Total quality management", 2008. 238p.
- 2 Dale H. Besterfield "Total quality management", 2003. 640p.
- 3 Graham Cartwright, John Oakland "Total quality management and Six Sigma", 2012. 295p.
- 4 Jens J. Dahlgaard, Kai Kristensen, Gopal K. Kanji "Fundamentals of total quality management", 2002. 372p.
- 5 Jain P L Jain "Quality control and total quality management", 2001. 379p.
- 6 P.N. Mukherjee "Total quality management, 2006. 481p.
- 7 R. Ashley Rawlins "Total quality management", 2008. 352p.
- 8 Edward Sallis "Total quality management in education", 2005. 162p.
- 9 L. Suganthi, Anand A. Samuel "Total quality management", 2004. 408p.

Course policies

Control policy	The following assessment tools and methods of demonstrating learning outcomes are used: current questionnaires; tests; individual assignments and presentations; assessment of individual papers' results; talks and discussions on problematic issues; personal consultations; credit tests. Rector's control is also possible.
Consulting policy	Semester consultations are conducted according to the schedule approved by the Management and Administration Department at the beginning of the semester.
Retaking exam policy	A student has the right to retake a module in order to increase his/her rating. It usually takes place within a week after the scheduled module control taking. A credit retaking must be agreed with the study schedule.
Academic honesty policy	Cheating during tests and exams is strictly forbidden (including mobile devices use). Mobile devices are allowed to be used only in online testing – under distance study conditions.
Attendance policy	The attendance of classes is an obligatory component of the educational process. Taking into account some important circumstances (i.e., serious illness, special needs, business trips, family problems, participation in academic mobility programs, etc.), a student can be trained according to an individual timetable approved by the lecturer and the Dean's office.

Assessment System

Distribution of points for reevaluation of the student's success	Total points for all types of educational activities	Rating ECTS	Rating according to the national scale	Module 1			Module 2			Final term mark	Total on discipline
	90-100	A	excellent	Classroom work and self-study			Classroom work and self-study				
	82-89	B	good	Theoretical classes (tests)	Practical classes		Theoretical classes (tests)	Practical classes			
	75-81	C	good	20	18		20	17		25	100
	67-74	D	satisfactory	Lectures №1-7	Pract. Work №1	4	Lectures №8-14	Pract. Work №5	6	Theoretical course 10	
	60-66	E	satisfactory		Pract. Work №2	4		Pract. Work №6	6		
	35-59	FX	unsatisfactory with the possibility of reexamination		Pract. Work №3	5					
	1-34	F	unsatisfactory with compulsory studying of discipline		Pract. Work №4	5		Pract. Work №7	5	Practical task 15	

Scoring

