

SYLLABUS

1. Course title:

QUALITY CONTROL AND QUALITY MANAGEMENT

2. Code:**3. Cycle of study:**

1

4. ECTS credits:

5

5. Type of course: Mandatory Elective**6. Prerequisites:**

NO

7. Class restrictions:**8. Duration / semester:**

1

7

9. Weekly contact hours:

9.1. Lectures:

3

9.2. Seminars:

0

9.3. Laboratory/Practice classes:

1

10. Faculty:

Faculty of Technology

11. Department/study program:

Chemical Engineering and Technologies/Chemistry and Engineering of Materials

12. Lecturer:

Zoran Iličković, PhD., Associate professor

13. Lecturer's e-mail:

zoran.ilickovic@untz.ba

14. Web site:

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15. Course aims:

The main aim of the course is to provide students with knowledge about quality, quality control, quality assurance, quality management and standardization, national and international standards, standards ISO 9000 and ISO 9001, and how to establish, validate and maintain quality management system in the company, based on the example of the actual company and the preparation of a specific quality document as part of the seminar paper.

16. Learning outcomes:

After successfully completed pre-exam and exam obligations within this course, students who have been continuously perform their obligations, will be trained to perform the tasks of the internal auditor in the companies in which they will work, regardless of its business activities, then they can prepare documentation of quality management system and its implementation in everyday use, and to promote the system of quality management as a basic prerequisite of modern business.

17. Course content:

Through the course "Control and quality management", students are introduced to the following curricula: Quality history, basic concepts on quality, Reasons for relativizing the concept of quality control; Quality of conception, quality of construction, quality of production, Management of quality processes, Quality costs; Quality measurement units, Workers failures, Quality improvement and quality improvement tools, Statistical control of quality, and Static data analysis tools, Theoretical basics of quality management, Quality management systems, Fundamental principles of quality management, ISO 9000 standard checks, Total quality management TQM, Examples of quality management from industrial practice.

18. Learning methods:

Auditorial lectures with the use of multimedia resources (power point presentation) favoring the active participation and discussion of students.

Practical work on the preparation and public presentation of individual and group seminar papers

Visits to companies that have implemented some of the quality management systems.

19. Assessment methods:

Knowledge and skills are evaluated continuously throughout the semester through:

Partial exam-tests -T1 and T2, and final exam.

Students are required to approach all forms of knowledge checking during the semester.

Partial exam I, includes knowledge checking after the first 7 units adopted through lectures.

Partial exam II includes the knowledge gained through lectures (teaching units 8 to 15).

Partial exams I and II are in written form and consist of 10 questions. The student can earn maximal 20 points on each partial exam.

As a part of the prerequisites, the student can conduct seminar work and can achieve a maximum of 5 points.

Regular attendance at lectures is evaluated with a maximum of 5 points.

For pre-exam activities, the student can maximally earn 50 points.

The final exam covers the entire course. At the final exam, the student can earn a maximum of 50 points.

20. Assessment components:

The grade at the exam is based on the total number of points the student has obtained by fulfilling the prerequisites and the completion of the final exam, with a maximum of 100 points and is determined according to the following scale:

54-62 = 6

63-72 = 7

73-82 = 8

83-92 = 9

93-100 = 10

21. Required reading list:

1. Iličković Z. – Lecture materials
2. Godfrey A. B. , (1999) Juran's Quality Handbook,
3. ISO 9000 Quality systems handbook, (2009) Published by Elsevier Ltd.,

22. Web sources:

<http://alison.com/learn/quality-management> (10.04.2015)

23. Applicable starting from the academic year:

2015/16

24. Adopted in the Faculty/Academy session: