

SYLLABUS

1. Course title:

QUALITY MANAGEMENT

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

1

4. ECTS credits:

3

5. Type of course: Mandatory Elective**6. Prerequisites:****7. Class restrictions:****8. Duration / semester:**

1

7

9. Weekly contact hours:

9.1. Lectures:

2

9.2. Seminars:

0

9.3. Laboratory/Practice classes:

1

10. Faculty:

Faculty of Technology

11. Department/study program:

Environmental protection engineering

12. Lecturer:

Meho Bašić, Associate professor

13. Lecturer's e-mail:

meho.basic@untz.ba

14. Web site:

www.tf.untz.ba

15. Course aims:

The aim of the course is to acquire knowledge in the field of quality management at all. Through the course, students are introduced to the basics of quality. Understanding the principles and procedures that ensure the establishment, implementation, maintenance, continuous improvement and measurement of quality.

16. Learning outcomes:

Ability to apply the acquired knowledge to work in the field of quality management as control and quality assurance. Introducing students with basic quality systems and principles and procedures for their establishment, maintenance and continuous improvement through various ways of monitoring and analyzing.

17. Course content:

The concept of quality. Developing a culture of quality. Historical development of quality management system. Quality of products, services, processes and organizations. Quality management systems and their integration. Costs and benefits of quality. Focus on customers and customer satisfaction measurability. Quality measuring instruments. Principles of quality management system ISO 9001. Mission, vision, strategy, policy and quality objectives. Documentation of quality management system. Process approach to quality management. PDCA method. Types and methods of auditing. Certification processes.

18. Learning methods:

1. Lectures,
2. Exercises and
3. Consultations.

Lecturings with the use of modern aids: laptop and projector. Students' responsibilities are regular attendance and active participation during lectures.

19. Assessment methods:

Colloquium from exercises, written part of the exam (written part of the exam is taken in the form of test) and oral part of the exam.

Verification of knowledge is done in writing and orally. The written part of the exam is in the form of a test combined with tasks and written answers.

The final grade is formed on the basis of the indicated knowledge on the oral part of the exam, the number of credits obtained on the exam and the test as well as the attendance at the lectures.

Number of points scored

Grade

< 54,00	5
54,00 – 63,00	6
64,00 – 73,00	7
74,00 – 83,00	8
84,00 – 93,00	9
94,00 – 100	10

20. Assessment components:

Verification of knowledge is done in writing and orally. The written part of the exam is in the form of a test combined with tasks and written answers.

Student obligations	Maximum number of points
Regularity of teaching attendance	5
Colloquium	5
Tests during the course	40
Final exam	50
Total	100

21. Required reading list:

1. V. Stoiljković i sar (2006).: Integrisani sistemi menadzmenta, MF Niš.
2. N. Injac (2002), Enciklopedija kvalitete-informacija, dokumentacija, audit,Zagreb.
3. N. Injac (1998), Enkciklopedija kvalitete-moderna povijest kvalitetete,Zagreb.

22. Web sources:**23. Applicable starting from the academic year:**

2015/2016

24. Adopted in the Faculty/Academy session: