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| **UNIVERSITY OF NIŠ** | | | | | | |
| **Course Unit Descriptor** | | **Faculty** | | | Faculty of Economics | |
| **GENERAL INFORMATION** | | | | | | |
| Study program | | | | **Economics** | | |
| Study Module (if applicable) | | | | Enterprise Management | | |
| Course title | | | | Quality Management | | |
| Level of study | | | | Bachelor  Master’s  Doctoral | | |
| Type of course | | | | Obligatory  Elective | | |
| Semester | | | | Autumn Spring | | |
| Year of study | | | | First | | |
| Number of ECTS allocated | | | | 5 | | |
| Name of lecturer/lecturers | | | | Gorica Bošković | | |
| Teaching mode | | | | Lectures Group tutorials  Individual tutorials  Laboratory work  Project work  Seminar  Distance learning  Blended learning  Other | | |
| **PURPOSE AND OVERVIEW (max. 5 sentences)** | | | | | | |
| *Introducing students to the the theoretical basis and acquiring practical knowledge in the field of quality management and quality assurance (according to ISO 9000, ISO 14000, HACCP, ISO 22000, OHSAS 18001, ISO 27000, etc.). Comparison of quality systems in the economies of different countries (Europe, America and Japan). Understanding the impact of the quality of processes and products on the competitiveness of enterprises. Creating a basis for implementing and maintaining quality systems in the enterprise.*  *The successful study of this subject will allow students to: understand the theoretical basis and practical implementation of quality systems in the economy of a country; understand the importance of quality management in an enterprise; master the skills related to the implementation, maintenance and improvement of the quality systems in the company; specificities of different quality systems in a variety of industries; understand the system of total quality management (TQM); understand "the tools and techniques of quality" and enable them to participate in teams that have been implementing the quality systems in an enterprise.* | | | | | | |
| **SYLLABUS (brief outline and summary of topics, max. 10 sentences)** | | | | | | |
| *Theoretical basis of quality; Lines and approaches to quality management; The evolution of the quality management system; National strategies of quality improvement (Japanese, American, European); Analysis, planning and quality policy; Quality assurance and standardization; Total quality management (TQM); Process approach and process improvement; Quality control; Improving quality; Tools and techniques of quality; Quality costs; Quality and Environment; The quality and competitiveness; Quality management services; Documentation of quality management system.* | | | | | | |
| **LANGUAGE OF INSTRUCTION** | | | | | | |
| Serbian (complete course)  English (complete course)  Other \_\_\_\_\_\_\_\_\_\_\_\_\_ (complete course)  Serbian with English mentoring Serbian with other mentoring \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **ASSESSMENT METHODS AND CRITERIA** | | | | | | |
| **Pre exam duties** | **Points** | | **Final exam** | | | **points** |
| **Activity during lectures** | **20** | | **Written examination** | | |  |
| **Practical teaching** | **10** | | **Oral examination** | | | **50** |
| **Teaching colloquia** | **20** | | **OVERALL SUM** | | | **100** |
| **\*Final examination mark is formed in accordance with the Institutional documents** | | | | | | |