

DESCRIPTION OF A STUDY COURSE – SYLLABUS

Title of a course	Quality Management			
Study programme	Professional undergraduate study Entrepreneurship			
Status of a course	Elective			
Year of study	2	Semester (Winter/Summer)	W	ECTS credits 5
Goals of a course				
The aim of the course is to introduce students with the basic concepts of quality, quality management, ways of achieving quality through various managerial concepts, and to demonstrate the practical application of ISO norms through practice and case studies				
Conditions for enrolling course				
No conditions				
Learning outcomes on a level of a study programme which includes course				
Outcome 2: Apply professional knowledge and skills in business operations and in upgrading an existing business entity or in establishing a new one. Outcome 3: Identify and evaluate key performance indicators of companies for management and decision making. Outcome 8: Identify and analyse different organizational solutions in business processes. Outcome 13: Identify different business risks and their impact on the business process.				
Expected learning outcomes on a level of a course				
1. Distinguish the terms of quality, quality management and quality approach. 2. Describe quality management methods, techniques, and settings. 3. Analyse the concepts of standards, standardization and development of standardization in the world and in Croatia 4. Describe the quality system audit.				
Content of a course				
Concept definition: importance of quality, factors, quality management... Quality as a strategic goal. Economic quality observations. Complete quality management: basic conception, benchmarking, strategy. System of complete quality management and changes: organizational, cultural, personnel. Stages of development and establishment of TQM system. Methods and techniques of quality management: development methods, quality management. Quality management as complex and continuous process. Solving of practical, problem situations from entrepreneurial practice.				
Teaching modes	<input checked="" type="checkbox"/> lectures <input type="checkbox"/> auditory exercises <input checked="" type="checkbox"/> seminars and workshops <input type="checkbox"/> distance learning <input type="checkbox"/> field classes		<input checked="" type="checkbox"/> individual assignments <input type="checkbox"/> multimedia and network <input type="checkbox"/> laboratory <input type="checkbox"/> supervisor's work <input type="checkbox"/> other _____	
Grading, evaluation and monitoring of students' work continuously during lectures and exams				
Grading is based upon evaluation course's learning outcomes' adoption. Grading is performed continuously during lectures and/or during exam, in compliance with the provisions of Regulation on the assessment of students.				