**Syllabus**

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| **Basic data of the subject** |
| **Academic unit:** | **Faculty of Engineering and Informatics** |
| **Title of the subject:** | **Quality Management and Standards** |
| **Level:** | **Master** |
| **Course Status:** | **Core** |
| **Year of studies:** | **I** |
| **Number of hours per week:** | **4** |
| **Value of Credits - ECTS:** | **6** |
| **Time / location:** |  |
| **Course lecturer:** | **Prof.As.Dr. Bislim Lekiqi** |
| **Contact details:**  |  |
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| **Course Description** | *Importance of quality in company management. Concepts of quality management. The dimensions of the quality of goods and services. Evolution of quality management and quality gurus works. Quality policies and quality bodies: International and European quality bodies. European quality policy. International, regional and national standardization. Quality Conformity Assessment System in Europe. Management Systems and Quality Management Principles for Excellence: Quality Management Systems. Quality control methods. Quality audit and certification of management systems. Sustainable development. Environmental management systems. Occupational health and safety management system. Eco-labeling. Total quality management.* |
| **Objectives of the course:** | *The purpose of the subject is to introduce students to quality standards, the best way to manage quality standards, the importance and role of quality management for company’s sustainability and development.* |
| **Expected learning outcomes:** | *Upon successful completion of this subject, student will be able to:** understand the quality and quality standards, types and their importance for businesses,
* analyse quality management problem-solving techniques currently in use
* know principles of standardization and conformity assessment
* know the usage of quality control methods for the analysis and solution of organizations’ problems including certification and audit of quality management systems
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| **Contribution to the student load (which must correspond with learning outcomes)** |
| **Activity** | **Hour** | **Day/Week** | **In total** |
| Lectures with lab tutorials  | 4 | 15 | 60 |
| Internship |   |   |   |
| Contacts with teacher / consultations | 2 | 4 | 8 |
| Field exercises |   |   |   |
| Midterm, seminars and projects. |   |  |  |
| Homework |   |   |   |
| Self-learning time student (at the library or at home) | 4 | 15 | 60 |
| Final preparation for the exam | 20 |  | 20 |
| Time spent on evaluation (tests, quiz and final exam) | 2 |  | 2 |
| Projects and presentations. |  |  |  |
| **Total** |  |  | **150** |
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| **Teaching methodology:** | Lectures combined with interactive group exercises and discussions for case studies |
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| **Assessment methods:** | Final Exam 100 % |
| **Literature** |
| **Basic Literature:**  | 1. David L Goetsch, PhD and Stanley Davis:”Quality management for organizational Excellence”, sixth edition, London 2010, |
| **Additional Literature:**  | 2. J.R. Evans, W.M. Lindsay: The Management and Control of Quality: West Publishing Company 1996,  |
| **The ratio of theory and practice** | *60% theory with numerical exercises and 40% laboratory work.* |

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| **Designed learning plan** |
| **Week:** | **Lectures and exercises to be held** |
| **Week one:** | *Introduction: Importance of quality in the management of company.*  |
| **Week two:** | *Concepts of quality management.* |
| **Week three:** | *Quality dimensions of goods and services.* |
| **Week four:** | *Quality management evolution and works of quality gurus.* |
| **Week five:** | *Quality policy and quality organizations: International and European quality organizations.* |
| **Week six:** | *European quality policy. International, regional and national standardization.* |
| **Week seven:** | *System of assessment of quality conformity in Europe.* |
| **Week eight:** | *Management systems and quality management principles for excellence: Quality management systems.* |
| **Week nine:** | *Quality control methods.* |
| **Week ten:** | *Quality audit and certification of management systems.* |
| **Week eleven:** | *Sustainable development.* |
| **Week twelve:** | *Environment management systems.* |
| **Week thirteen:** | *Occupational health and safety management system.* |
| **Week fourteen:** | *Eco-labelling.* |
| **Week fifteen:** | *Total quality management.* |

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| **Academic policies and rules of conduct** |
| *Regular attendance of lectures and exercises is necessary, as well as active participation with discussion and solution of tasks. Not impeding the progress required for learning using mobile phones turned off or in silent mode.* |