

Basic data of the subject	
Academic Unit:	Faculty of Management
Subject title:	Quality Management
Study level:	Bachelor
Subject status:	Compulsory
Years of study:	III
Number of hours per week:	4
Value of credits - ECTS:	5
Lecturer of the subject:	MSc.Gazmend Hoxha
Contact details:	Gazmend.hoxha@ushaf.net
Subject description:	<p>This course addresses the concepts and basic knowledge of quality management with a focus on industrial quality management.</p> <p>Through this course, students will become familiar with the basics of quality management and its application in enterprises where they can potentially be hired. They will gain knowledge to choose and apply methods for quality assessment and quality improvement.</p> <p>In addition, students will have the opportunity to recognize and learn the basic procedures for quality assurance, ISO standardization, certifications and accreditations for the field they are studying. They will have the opportunity to gain knowledge about enterprise responsibilities in aspects of quality management, management of the work environment and its impact on quality management.</p>
Purpose of subject:	<p>The purpose of the course is to provide students with general knowledge in terms of the roles and functions of a quality manager in an organization (with a special emphasis on industrial management).</p> <p>Through this course, students will recognize the fundamental concepts of the quality of products and services.</p> <p>This course will prepare students to use rationally auxiliary techniques in the function of quality management both in production and in service.</p>
Expected learning outcomes:	<p>After the successful completion of this course the student will be able to:</p> <ul style="list-style-type: none"> • recognize quality management systems; • know how to take samples to measure quality, • know how to build diagrams and tables to check product quality. • apply quality control to manufacturing,

	service providers etc.		
Contribution to student workload (which should correspond to the students learning outcomes)			
Activity	Hours	Days/week	Total
Lectures	2	15	30
Theoretical / laboratory exercises	1	15	15
Practical work	1	15	15
Contacts to the Lecturer / Consultations	1	3	3
Field exercises			
Tests, student seminars			
Home work			
Time of self-study (in the library or home)	4	15	60
Final preparation for the exam			
Time spent in assessment (tests, quiz, final exam)	2	1	2
Projects, presentations, etc.			
Total			125
Teaching methodology:	Lectures and exercises combined with case studies from terrain work, class discussions etc.		
Assessment methods:	Students who are subject to the exam: Homework 30%, Exam 70%		
Literature			
Basic literature:	<ul style="list-style-type: none"> ➤ Introduction to Statistical Quality Control, Douglas Montgomeri, Arizona State University (2009). ➤ Menaxhimi I Cilësisë, Venetike Nakuqi, Tirane (2000). 		
Additional literature:	<ul style="list-style-type: none"> ➤ Menaxhimi i Cilësisë, Ligjërata të Autorizuara, Prof. Ass. Dr. Rrahim Sejdiu, Ferizaj (2017). 		
Designed plan of teaching:			
Weeks	Lecture to be held		
First week:	History of quality management		
Second week:	Basic concepts of product quality and services		
Third week:	Total quality management. Evaluation of quality management		
Fourth week:	Quality management systems		
Fifth week:	Quality management systems		
Sixth week:	Seven basic tools for quality control		
Seventh week:	Work in Terrain (visit in factory where quality management is applied)		
Eighth week:	Intermediary test I		
Ninth week:	Histograms and frequency distribution		
Tenth week:	Control charts		
Eleventh week:	Control charts		

Twelfth week:	Prioritization Matrix
Thirteenth Week:	Total quality control and quality improvement
Fourteenth Week:	Work in Terrain (visit in factory where quality management is applied)
Fifteen week:	Intermediary test II
Academic Policies and Rules of Conduct:	
<i>Regular attendance, keeping calm and active engagement in dialogue during lectures and exercises is mandatory.</i>	