

Syllabus

Basic data of the subject	
Academic unit:	Faculty of Engineering and Informatics
Title of the subject:	Management and Quality Standards
Level:	Master
Course Status:	Elective
Year of studies:	II
Number of hours per week:	3
Value of Credits - ECTS:	6
Time / location:	
Course lecturer:	Prof. As. Dr. Bislim Lekiqi
Contact details:	bislim.lekqiqi@ushaf.net
Course Description	<i>The importance of quality in company management, Quality management concepts, Dimensions of quality of goods and services, Quality in relation to product development strategy, Quality policies and quality bodies, International and European quality bodies, European policy quality, International, regional and national standardization, Quality conformity assessment system in Europe. Quality Management Systems, Quality Management System ISO 9001, Identification of quality characteristics, Quality control methods, Quality audit and certification of management systems, Establishment and management of quality standard, Customer focus, Development of sustainable, Quality control in relation to the standard, Environmental Management System ISO 1400, Management of continuous quality improvement in relation to the standard, Management system of occupational health and safety (OHSAS 18001 & ISO 45001), Eco-labeling, Management total quality, Difficulties in total quality management.</i>
Objectives of the course:	<i>Students to get acquainted with quality standards, the best way to manage quality standards in a company, the importance and role of managing quality standards for the sustainability and development of the company, how to manage product quality in a company, with the management of quality determination elements and with the way of setting the quality standard against the required standard.</i>
Expected learning outcomes:	<i>Upon successful completion of this subject, student will be able to:</i> <ul style="list-style-type: none"> • <i>understand the quality and quality standards, types and their importance for businesses,</i> • <i>analyse quality management problem-solving techniques currently in use</i> • <i>know principles of standardization and conformity assessment</i> • <i>know the usage of quality control methods for the</i>

	<i>analysis and solution of organizations' problems including certification and audit of quality management systems</i>		
Contribution to the student load (which must correspond with learning outcomes)			
Activity	Hour	Day/Week	In total
Lectures with lab tutorials	3	15	45
Internship			
Contacts with teacher / consultations	2	4	8
Field exercises			
Midterm, seminars and projects.	20		20
Homework			
Self-learning time student (at the library or at home)	3	15	45
Final preparation for the exam	38		38
Time spent on evaluation (tests, quiz and final exam)	2		2
Projects and presentations.	1		1
Total			150
Teaching methodology:	<i>Interactive lectures with students on the topics taught, orientation in the elaboration of the material by taking case studies which will be discussed in groups, learning based on a problem presented, presentation in groups by students and role play, practical lessons for subject and commitment for the student to present the knowledge gained during the lecture.</i>		
Assessment methods:	<p>10% - Attendance 10% - Commitment, 30% - Research project 50% - Final exam (written or oral), The written exam has 10 questions, from which students must select 5 of them. The oral exam has 5 open-ended questions. Points from attendance, engagement, seminar paper, written assignments and / or Research are transferred. Extra points can be earned for special engagement.</p>		
<i>Literature</i>			
Basic Literature:	<p>Rexhepi G., (2010), <i>Menaxhimi i Cilësisë Totale</i>, Logos-a, Shkup, Prishtinë, Tiranë, Brüggemann, G. & Bremer P., (2012), <i>Grundlagen Qualitätsmanagement - Von den Werkzeugen über - Methoden zum TQM</i>, Springer Fachmedien Wiesbaden GmbH</p>		
Additional Literature:	<p>Goetsch D. L., & Davis S., (2014) <i>Quality Management for Organizational Excellence: Introduction to Total Quality</i>, Seventh Edition, London Nakuçi V., (2000) <i>Menaxhimi i cilësisë</i>, SHBU, Tiranë</p>		

The ratio of theory and practice	70% Theory 30% Practical
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Designed learning plan	
Week:	Lectures and exercises to be held
Week one:	<i>Introduction: Importance of quality in the management of company.</i>
Week two:	<i>Definition of quality Concepts of quality management.</i>
Week three:	<i>Quality dimensions of goods and services.</i>
Week four:	<i>Quality management evolution and works of quality gurus.</i>
Week five:	<i>Quality policies and quality bodies International and European quality bodies</i>
Week six:	<i>How to manage quality European quality policy</i>
Week seven:	<i>International, regional and national standardization</i>
Week eight:	<i>Quality conformity assessment system in Europe.</i>
Week nine:	<i>Quality Management Systems ISO 9001 Quality Management System</i>
Week ten:	<i>Identification of quality characteristics Quality control methods</i>
Week eleven:	<i>Quality audit and certification of management systems Setting and managing quality standard</i>
Week twelve:	<i>Customer focus Sustainable development</i>
Week thirteen:	<i>Quality control in relation to the standard ISO 1400 Environmental Management System</i>
Week fourteen:	<i>Management of continuous quality improvement in relation to the standard Occupational health and safety management system (OHSAS 18001 & ISO 45001)</i>
Week fifteen:	<i>Eco-labeling Total quality management Difficulties in total quality management</i>

Academic policies and rules of conduct
<i>The student is obliged to attend lectures regularly and to have correct behavior towards colleagues and staff of the University. Keeping calm and interactive engagement during lectures and exercises are mandatory.</i>