

(Table 5.2) Course unit description

Study program:
Type and level of studies: Undergraduate studies
Course unit: Quality Management
Teacher in charge: Predrag Mimović, Dragana Rejman Petrović
Language of instruction: English
ECTS:7
Prerequisites:
Semester: <i>Summer Semester</i>
Course unit objective: <ul style="list-style-type: none">• Introducing students to the European Union strategy in quality management of the system / process / products / environmental protection / employment protection, as well as in managing social responsibility;• Enabling students to acquire basic theoretical and practical knowledge, moreover, enabling them for critical judgment in the area of quality management of the system / process / product / environmental protection / employment protection, and of social responsibility management;• Enabling students for effective and efficient communication within the company and with stakeholders in order to understand their interests and their interactions;• The objective of the course program is to link the issues of quality management with social, cultural, financial, aspects, etc.
Learning outcomes of Course unit <ul style="list-style-type: none">• Critical understanding of the concept of quality management of the system / process / product / environmental protection / protection of employees, and of social responsibility management;• Understanding QMS principles and documentation;• The knowledge and skills that students acquire, enable them to work in production and service companies on QMS jobs, and in the system institutions at all levels, on creating standards and rules of: environmental management, workers' health and safety at work, social responsibility.
Course unit contents <p><i>Theory classes:</i></p> <p>Importance of quality management for developing management at macro and micro level; the concept of modern quality management and its principles; types of standards; QMS, food safety management system, environmental protection management, system for management of worker's health and safety at work, social responsibility; management of QMS financial indicators; tools and techniques in TQM; organization and quality; managing processes in business functions and measuring their performance.</p>

Practical classes:

Exercises, case studies.

Literature

Evans, R. J., Quality management, Organization, and Strategy, South-Western, Cengage Learning, 2011, pp. 1-302

Render, B., Stair, R., Hanna, M. *Quantitative Analysis for Management*, Pearson Prentice-Hall, 2009., pp. 719-754

Heizer, J., Render, B. *Operations Management*, Prentice-Hall, New Jersey, 2013., pp. 167 -230, 516-536

Number of active teaching hours **Other classes**

Lectures	Practice	Other forms of classes	Independent work
3	2		

Teaching methods

Examination methods (maximum 100 points)

Exam prerequisites	No. of points:	Final exam	No. of points:
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Student's activity during lectures		Oral examination	40
practical classes/tests	20		
Seminars/homework	40		
Project			

Other

Grading System

Grade	Bo. Of Points:	Description
10	91-100	Excellent
9	81-90	Exceptionally good
8	71-80	Very good
7	61-70	Good
6	51-60	Passing
5	0-50	Failing