

# **COURSE SYLLABUS** **QUALITY MANAGEMENT**

**Degree of higher education** - first (bachelor)

**Specialty** - 073 Management.

**Educational program** Management.

**Course status** – compulsory.

**Instructor:** Bondarenko Svitlana, Associate Professor of Management and Public Administration.

## **1. Course description**

**Semester 5.**

**Scope:** total number of hours - 90, where: lectures - 24 hours, practical - 24 hours, independent work - 42 hours; number of ECTS credits - 3.

**Course objectives – mastering competencies/abilities** - acquisition by future managers competencies on effective quality management at the enterprise and in the organization taking into account the market situation.

### **Learning outcomes of the course:**

*know:* process-oriented quality management at the enterprise; indicators of product quality level; seven quality management tools in organizations; QFD and FMEA methods in quality management; approaches to accounting and cost analysis to ensure high product quality and defectiveness prevention; modern methods of cost management for product quality; approaches to the development, implementation and certification of enterprise management systems according to ISO 9000: 2015, integrated management systems; issues of internal audit of the quality management system (QMS); TQM issues and quality awards.

*be able:* to carry out process-oriented quality management at the enterprise; use seven quality management tools in organizations; apply the QFD method in organizations; to conduct FMEA analysis at enterprises; to carry out the account and the analysis of expenses for maintenance of high quality of production and prevention of marriage; substantiate decisions on the feasibility of creating and certification of enterprise management systems according to ISO 9000: 2015, ISO 14000: 2015, ISO 45000, integrated management systems; to ensure compliance with the requirements of MS ISO 9001: 2015 at enterprises and organizations; develop the necessary documentation for the creation and certification of quality management systems at the enterprise; conduct an internal audit of the quality management system; to conduct self-assessment of the enterprise according to the EFQM model;

*able to demonstrate:* process-oriented quality management at the enterprise; ability to use seven quality management tools in organizations; ability to apply the QFD method in organizations; ability to analyze FMEA in enterprises; ability to account for and analyze the costs of ensuring high product quality and defect prevention; ability to substantiate decisions on the feasibility of development, implementation and certification of enterprise management systems according to ISO 9000: 2015, ISO 14000: 2015, ISO 45000, integrated management systems; ability to conduct internal audit of the quality management system; ability to conduct self-assessment of the enterprise according to the EFQM model;

*have skills:* process-oriented quality management at the enterprise; product quality assessment; use of seven quality management tools in organizations; application of the QFD method in organizations and FMEA analysis in enterprises; accounting and analysis of costs to ensure high product quality and prevention of defects, the practical application of the principles and requirements for quality management, laid down in the ISO 9001: 2015 standards; ability to develop the necessary documentation for the creation and certification of a quality management system at the enterprise; conducting an internal audit of the quality management system; self-assessment of the organization according to the EFQM model;

*solve independently:* issues of creation and certification of control systems at the enterprise according to the standards ISO 9000: 2015, ISO 14000: 2015, ISO 45000, integrated control systems; issues of conducting an internal audit of the quality management system at the enterprise; questions of self-assessment of the organization according to the EFQM model.

**Required educational components (prerequisites, co-requisites, post-requisites):** macro-microeconomics, management, management decisions theory, risk management, project management, sustainable development management, personnel management, creative management, competitiveness management.

**Course content:** TOPIC 1. Quality management at the enterprise. TOPIC 2. Product quality assessment. TOPIC 3. Seven quality management tools. TOPIC 4. Method of deployment of QFD quality function. TOPIC 5. Analysis of the possibilities and impact of FMEA inconsistencies. TOPIC 6. Quality costs. TOPIC 7. Standards - regulatory framework for quality management. International standard ISO 9001: 2015. TOPIC 8. Development of quality management system at the enterprise. Topic 9. Internal audit of the quality management system at the enterprise. TOPIC 10. Certification of quality management system at the enterprise. TOPIC 11. Basic concept of general quality management TQM. TOPIC 12. Leadership in quality.

**Forms of final control:** exam (semester 5).

**Tools for diagnosing learning success:** individual tasks, questions for current control, tests, tasks, calculation works, questions for final control.

**Language of instruction:** Ukrainian, English

## 2. Assessment

### Distribution of points received by applicants for higher education

#### Exam

Ongoing assessment and independent work															
Current control						Mod. control	Current control						Mod. control	Exam	Total
T1	T2	T3	T4	T5	T6	10	T7	T8	T9	T10	T11	T12	10	10	100
5	10	10	5	5	5		5	5	5	5	5	5			

#### Distribution of points in the course

Activities evaluated in points	T1	T2	T3	T4	T5	T6	T7	T8	T9	T10	T11	T12	Total
Calculation work		5	5										10
Work on a practical lesson (performance and defense of practical work)	5	5	5	5	5	5	5	5	5	5	5	5	60
Modular control	10						10						20
Examination	10												10
Total in the course													100

#### Exam evaluation criteria:

The exam is conducted in the form of testing in a modular environment. 20 questions with 0.5 points for each question.

### Compliance with the scales for assessing the quality of learning material

Score on the national scale	Points	Assessment on the ECTS scale	Definition
<b>excellent / passed</b>	90-100	<b>A</b>	<b>Excellent</b> (outstanding performance without errors)
<b>good / passed</b>	82-89	<b>B</b>	<b>Very good</b> (above the average standard but with minor errors)
	74-81	<b>C</b>	<b>Good</b> (generally sound work with some errors)
<b>satisfactory / passed</b>	64-73	<b>D</b>	<b>Satisfactory</b> (fair but with significant shortcomings)
	60-63	<b>E</b>	<b>Fair</b> (performance meets the minimum criteria)
<b>unsatisfactory / failed</b>	35-59	<b>FX</b>	<b>Fail</b> (some more work required before the credit can be awarded)
	0-34	<b>F</b>	<b>Fail</b> (considerable further work is required)

### 3. Course policy:

3.1. Mandatory observance of academic integrity by students, namely:

- independent performance of all types of works, tasks, forms of control provided working program of discipline;
- links to sources of information in the case of the use of ideas, developments, statements, information;
- compliance with the law on copyright and related rights;
- providing reliable information about the results of their own educational (scientific, creative) activities, used research methods and sources of information.

3.2. Recognition of learning outcomes obtained in non-formal education at the rate of 5 points per credit is allowed.

3.3. Attendance (online or offline) of practical classes and performance of all types of activities provided for in the work program is mandatory.

3.4. Obtaining a minimum grade in the discipline (60 points) is possible subject to practical work, calculation work and presentations in full and passing the boundary and modular control.

3.5. In case of late performance of works (without good reasons) the assessment for the relevant type of work is reduced by one point for each overdue school week.

3.6. Postponement of the deadline for submission of works / transfer is possible for valid reasons (hospital, academic mobility), which is confirmed by the relevant document (certificate).

3.7. In case of detection of manifestations of academic dishonesty, plagiarism, the student is obliged to perform the task again in compliance with the established requirements.