



COURSE SYLLABUS «Quality Management»

Academic degree - Bachelor
Specialty: 073 Management
Academic programme: «Management»
Year of study: 4, **semester:** 7
Form of study: full-time
Number of ECTS credits: 4
Language of instruction: English

Lecturer of the course

Timchenko Olga, PhD in Economics, Associate Professor,
Associate Professor of the Department of Management named after
Professor J. S. Zavadskyi

**Contact information of the
lecturer (e-mail)**
**URL of the e-learning
course on the NULES e-
learning portal**

e-mail: o.timchenko@nubip.edu.ua
<https://elearn.nubip.edu.ua/enrol/index.php?id=1311>

ACADEMIC DISCIPLINE DESCRIPTION

The purpose of the course is considered as a whole field of knowledge, which has its own concept, methodology and terminology; plays an important role in training specialists with a wide range of knowledge about modern tools and methods of quality management based on national and international regulatory documents in the field of quality.

Competences:

Integrative competency (IC): the ability to solve complex specialized tasks and practical problems, which are characterized by complexity and uncertainty of conditions, in the field of management or in the learning process, which involves the application of theories and methods of social and behavioral sciences.

General competencies (GC):

GC 4. Ability to apply knowledge in practical situations.
GC 15. The ability to act on the basis of ethical considerations (motives).

Special (professional, subject) competences (SC):

SC 6. The ability to act socially responsibly and consciously.
SC 10. Ability to evaluate the work performed, to provide quality and motivate the organisation's staff.

Program learning outcomes (PLO):

PLO 4. Demonstrate skills in identifying problems and justifying management decisions.
PLO 12. Assess the legal, social and economic consequences of the organization's functioning.
PLO 15. Demonstrate the ability to act socially responsibly and socially consciously on the basis of ethical considerations (motives), respect for diversity and interculturality.

COURSE STRUCTURE

Topic	Hours (lectures / practical seminar)	Learning outcomes	Tasks	Assessment
Module 1 The concept of quality management				
Topic 1. Product quality as an object of management	2/4	Be able to analyze the features and characteristics of Foreign experience of quality management in the USA, Japan and Europe. Standards as a regulatory framework for quality management Know and understand the compliance essence of assessment.	Discussion issues. Problem solving and cases. Submission of practical work in e-learn.	15
Topic 2. Foreign experience of quality management in the USA, Japan and Europe	2/4			20
Topic 3. Standards as a regulatory framework for quality management	2/2			15
Topic 4. Compliance assessment	2/2			20
Module test №1				30
Total for the module №1				100
Module 2. Effectiveness of quality management				
Topic 5. Basic concept of total quality management	2/4	To understand the content of statistical methods in quality management; know the main stages and mechanisms of planning in the organization; be able to conduct. Be able to form an effective organizational management structure for a particular enterprise Be able to form the motivational policy of the organization. To understand the nature and need of quality audit in the organization;	Discussion issues. Problem solving and cases. Submission of practical work in e-learn.	20
Topic 6. Statistical methods of quality control	2/4			20
Topic 7. Product quality indicators	2/4			15
Topic 8. Quality audit	1/6			15
Module test 2				30
Total for the module 2				100
Total for educational work	$R_{ew} = \frac{0,7 \cdot (R_{M1} + R_{M2})}{2}$			70
Exam				30
Total for the course	$R_{course} = R_{edw} + R_{ex}$			100

ASSESSMENT POLICY

<i>Policy regarding deadlines and resits:</i>	Assignments submitted after the deadline without valid reasons will be graded lower. Resitting of modules will be allowed with the permission from the lecturer and in the presence of valid reasons (e.g. medical reasons).
<i>Academic honesty policy:</i>	Cheating during tests and exams is strictly prohibited (including the use of mobile devices). Coursework and research papers must contain correct citations for all sources used.
<i>Attendance policy:</i>	Class attendance is mandatory. In case of objective reasons (such as illness or international internships), individual learning may be allowed (in online format by the approval of the dean of the faculty).

SCALE OF ASSESSMENT OF STUDENT KNOWLEDGE

Student's rating, points	National grading of exams
90-100	excellent
74-89	good
60-73	satisfactorily
0-59	unsatisfactory

RECOMMENDED SOURCES OF INFORMATION

1. Balanovska T., Drahnieva N., Holik V. Quality Management: textbook for students of higher education of the first (bachelor) level of specialty 073 Management. Kyiv: TC "KOM-PRYNT", 2023. 195 p.
2. Davydova O. Yu. Product and Service Quality Management in the Hotel and Restaurant Industry: textbook. Kh.: I. S. Ivanchenko Publishing House, 2019. 488 p.
3. Ivanilov O. S. Enterprise Economics: textbook. Kyiv: Center for Educational Literature, 2019. 728 p.
4. Odarchenko A. M., Odarchenko D. M., Odarchenko M. S. Product Quality Management: textbook. Kh.: KhDUHT, 2019. 270 p.
5. Lozova T. M. Management of Quality and Safety of Food Products: textbook. Sirokhan. Lviv: View of Lviv. Trade and Economy University, 2020. 435 p.
6. Salukhina N. G. Standardization and Certification of Goods and Services: a textbook. Kyiv. Center for Educational Literature, 2022. 336 p.
7. Tricker R. Quality Management Systems. A Practical Guide to Standards implementation. Routledge. Taylor and Francis Group. London and New York, 2020. 259 p.