

**NATIONAL UNIVERSITY OF LIFE AND ENVIRONMENTAL
SCIENCES OF UKRAINE**

Department of Management named after prof. J. S. Zavadskyi



«CONFIRMED»

Dean of the Faculty of Agrarian
Management

Anatolii OSTAPCHUK
30 August 2024

«APPROVED»

at the meeting of the Department of
Management named after
Prof. J. S. Zavadskyi
Minutes № 2, «28» August 2024
Head of the Department

Tetiana Tetiana BALANOVSKA

«REVIEWED»

Program Coordinator

Vira Vira BUTENKO

**PROGRAM OF THE COURSE
«QUALITY MANAGEMENT»**

Field of Study 07 Management and Administration
Specialty 073 Management
Academic Programme «Management»
Faculty Agricultural Management

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

Kyiv- 2024

Description of the course «Quality Management»

Academic Degree, Field of Study, Specialty, Academic Program		
Academic Degree	Bachelor	
Field of Study	07 Management and administration	
Specialty	073 Management	
Academic Program	Management	
Characteristics of the discipline		
Type	Core	
Total number of hours	120	
Number of ECTS credits	4	
Number of content modules	2	
Term paper/Project paper	-	
Form of assessment	exam	
Indicators of the discipline for full-time and part-time forms of university study		
	Full-time	Part-time
Year of study	4	-
Semester	7	-
Lecture classes	<i>15 hrs.</i>	-
Seminars	<i>30 hrs.</i>	-
Laboratory		-
Self-study	<i>75 hrs.</i>	-
Hours per week (full-time program)	<i>3 hrs.</i>	

1. Purpose, tasks, competencies and program outcomes of the course

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.

The **tasks** of the course is study of modern approaches to defining the content of the "quality" category, product quality as an object of management, transformation of the stages of system quality management of products, features of the quality of agricultural products; consideration of the place of product quality management in the general management system of the enterprise, classification of product quality indicators; planning and assessment of product quality, taking into account the factors of personnel motivation and quality control of raw materials and finished products; research of product quality management systems, the main stages of their development and implementation in domestic enterprises; the impact of standardization and certification on increasing the quality potential; analysis of economic efficiency of quality management.

Acquisition of competencies:

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.

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№	Title of topic.	Hours
1	General characteristics of the organization	4
2	The theory of organization and its place in the system of scientific knowledge	4
3	Basic organizational theories and models	2
4	Organization as a system	2
5	The human factor in organizations. Self-organization	4
6	Organizational design	4
7	Formation of communications in the organization	4
8	Conflicts in organization	6
	Total hours	30

4. Self-study work topics

№	Topic title	Hours
1	General characteristics of the organization	10
2	The theory of organization and its place in the system of scientific knowledge	10
3	Basic organizational theories and models	10
4	Organization as a system	10
5	The human factor in organizations. Self-organization	10
6	Organizational design	10
7	Formation of communications in the organization	8
8	Conflicts in organization	7
	Total hours	75

5. Diagnostic tools for learning outcomes:

- exam;
- unit tests;
- defense of the practical works;

6. Methods of teaching:

- verbal method (lecture, discussion, interview, etc.);
- practical method (practical exercises);
- visual method (method of illustrations, method of demonstrations);
- work with educational and methodological literature ((notes, theses, annotations, reviews);
- video device (remote, multimedia, web-oriented, etc.);
- independent work (performing tasks);

7. Assessment methods:

- exam;
- oral, written survey;
- unit testing;
- essays;

- defense of the practical works;
- presentations and speeches at scientific events.

8. Distribution of grades received by students

The assessment of students' knowledge and skills is conducted by means of a 100-point scale and is converted into national grades according to Table 1 of the current Exam and Credit Regulations at NULES of Ukraine.

Student's rating, points	National grading of exams and credits	
	exams	credits
90-100	excellent	pass
74-89	good	
60-73	satisfactory	
0-59	unsatisfactory	fail

In order to determine the rating of a student (listener) in the discipline R_{dis} (up to 100 points), the rating from the exam R_{ex} (up to 30 points) is added to the rating of a student's academic work R_{aw} (up to 70 points): $R_{dis} = R_{aw} + R_{ex}$.

9. Educational and methodological support

1. This work program of the course, a summary of lectures, plans of seminars and practical classes, tasks for independent work, express control, tasks for final control, Elearn course by URL: <https://elearn.nubip.edu.ua/enrol/index.php?id=1311>

2. 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 "KOMPRYNT", 2023. 195 p.

3. Драгнева Н.І., Добрівська М. В. Методичні вказівки до вивчення дисципліни «Управління якістю» для підготовки здобувачів першого (бакалаврського) рівня вищої освіти спеціальності 073 «Менеджмент». Київ: ЦП «КОМПРИНТ»., 2023. 171 с.

10. Recommended sources of information

1. Davydova O. Yu. Product and Service Quality Management in the Hotel and Restaurant Industry: textbook. Kharkiv.: I. S. Ivanchenko Publishing House, 2019. 488 p.

2. Ivanilov O. S. Enterprise Economics: textbook. Kyiv: Center for Educational Literature, 2019. 728 p.

3. Odarchenko A. M., Odarchenko D. M., Odarchenko M. S. Product Quality Management: textbook. Kharkiv: KhDUHT, 2019. 270 p.

4. Lozova T. M. Management of Quality and Safety of Food Products: textbook.

Syrokhman. Lviv: View of Lviv. Trade and Economy University, 2020. 435 p.

5. Salukhina N. G. Standardization and Certification of Goods and Services: a textbook. Kyiv. Center for Educational Literature, 2022. 336 p.

6. Tricker R. Quality Management Systems. A Practical Guide to Standards implementation. Routledge. Taylor and Francis Group. London and New York, 2020. 259 p.

Normative-legal acts:

1. Конституція України: Закон України від 28.06.1996 р. № 254к/96-ВР. URL: <http://zakon3.rada.gov.ua/laws/show/254к/96-вр>

2. Про безпечність та якість харчових продуктів : Закон України від 23.12.1997 № 771/97- ВР.

URL:[http://zakon2.rada.gov.ua/laws/show/771/97- %D0%B2%D1%80](http://zakon2.rada.gov.ua/laws/show/771/97-%D0%B2%D1%80).

3. Про вилучення з обігу, переробку, утилізацію, знищення або подальше використання неякісної та небезпечної продукції : Закон України від 14.01.2000 № 1393-XIV. URL: <http://zakon2.rada.gov.ua/laws/show/1393-14>.

4. Про затвердження порядку проведення перевірок у суб'єктів господарювання сфери торгівлі і послуг, у тому числі ресторанного господарства, якості продукції, додержання обов'язкових вимог щодо безпеки продукції, а також додержання правил торгівлі та надання послуг. Наказ Міністерства економічного розвитку і торгівлі України від 07.03.2012 р. № 310. URL:<http://zakon4.rada.gov.ua/laws/show/z0743-12>

5. Про захист прав споживачів : Закон України від 12.05.1991 № 1023-XII. URL: <http://zakon4.rada.gov.ua/laws/show/1023-12>.

6. Про стандартизацію : Закон України від 17.05.2001 №2408-III. URL: <http://zakon4.rada.gov.ua/laws/show/2408-14>

7. Про технічні регламенти та оцінку відповідності: Закон України від 10.07.2018 № 2496-VIII. URL: <https://zakon.rada.gov.ua/laws/show/124-19#Text>.