



COURSE SYLLABUS «Quality Management»

Academic degree - Bachelor
Speciality: 073 Management
Academic programme: «Management»
Year of study: 3, semester: 5
Form of study: full-time
Number of ECTS credits: 4
Language of instruction: English

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

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<https://elearn.nubip.edu.ua/enrol/index.php?id=1311>

ACADEMIC DISCIPLINE DESCRIPTION

(up to 1000 printed characters)

The discipline "Quality Management" 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 are: 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.

Competencies of the educational programme:

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 9. Ability to learn and master modern knowledge.

GC 13. Appreciation and respect for diversity and multiculturalism.

GC 15. The ability to act on the basis of ethical considerations (motives).

Professional (special) competencies (PC):

PC 1. The ability to define and describe the characteristics of the organization.

PC 2. The ability to analyze the results of the organization's activities, to compare them with the factors of influence of the external and internal environment.

PC 5. The ability to manage the organization and its divisions through the implementation of management functions.

PC 6. The ability to act socially responsibly and consciously.

PC 7. Ability to choose and use modern management tools.

PC 11. Ability to create and organize effective communications in the management process.

PC 14. Understand the principles of psychology and use them in professional activities.

PC 15. Ability to form and demonstrate leadership qualities and behavioral skills.

Expected Learning Outcomes (ELO):

ELO 12. Assess the legal, social and economic consequences of the organization's functioning.

ELO 16. Demonstrate the skills of independent work, flexible thinking, openness to new knowledge, be critical and self-critical.

ACADEMIC DISCIPLINE STRUCTURE

Topic	Hours (lectures / practical, seminar)	Learning outcomes	Tasks	Evaluation
Module 1 The concept of quality management				
Topic 1. Product quality as an object of management	4/4	Be able to analyze the features and characteristics of Foreign experience of quality management in the USA, Japan and Europe. Standards as a regulatory frame- work for quality management Know and under- stand the compli- ance 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	4/4		Discussion issues. Problem solving and cases. Submission of practical work in e-learn.	15
Topic 3. Standards as a regulatory frame- work for quality management	4/4		Discussion issues. Problem solving and cases. Submission of practical work in e-learn.	20
Topic 4. Compliance assessment	3/3		Discussion issues. Problem solving and cases. Submission of practical work in e-learn.	10
Module test №1			Test №1 (elearn)	30
Total for the module №1				100
Module 2. Effectiveness of quality management				
Topic 5. Basic con- cept of total quality management	4/4	To understand the content of statisti- cal methods in quality manage- ment; know the main stages and mechanisms of planning in the or- ganization; be able to conduct.	Discussion issues. Problem solving and cases. Submission of practical work in e-learn.	20
Topic 6. Statistical methods of quality control	4/4		Discussion issues. Problem solving and cases. Submission of practical work in e-learn.	20
Topic 7. Product quality indicators	4/4	Be able to form an effective	Discussion issues. Problem solving and cases.	15

		organizational management structure for a particular enterprise	Submission of practical work in e-learn.	
Topic 8. Quality audit	3/3	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.	15
Total for 1st semester				70
Total for the module №2				100
Exam				30
Total for the course				100

ASSESSMENT POLICY

<i>Deadline and recompilation policy:</i>	Practical works that are submitted in violation of deadlines without good reason are evaluated at a lower grade. Rearrangement of modules takes place with the permission of the lecturer if there are good reasons (for example, hospital).
<i>Academic Integrity Policy:</i>	Cheating during tests and examinations are forbidden (including using mobile phones and tablets). All written works are checked for plagiarism and are allowed to be defended with correct text borrowings not more than 20%.
<i>Visiting policy:</i>	Attendance is mandatory. For objective reasons (for example, illness, international internship) teaching can take place individually

SCALE FOR ASSESSING STUDENTS 'KNOWLEDGE AND SKILLS

Rating of the applicant of higher education, points	Evaluation results on national exams, tests
	Exam
90-100	excellent
74-89	good
60-73	satisfactorily
0-59	unsatisfactorily

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 "KOMPRYNT", 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. Syrokhman. 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.