Sveučilište u Rijeci • University of Rijeka

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Table 2

Course description

COURSE DESCRIPTION		
Course instructor	Ph.D, Tea Baldigara, Full Professor	
Name of the course	Statistical Process Control	
Study programme	Graduate Study "Tourism Marketing"	
Status of the course	Compulsory	
Year of study	Ist Semester	
ECTS credits and manner of instruction	ECTS credits	3
	Number of class hours (L+E+S)	30 (15 + 0 + 15)

1. Course objectives

Developing general and specific competencies needed for correctly and critically understanding, interpreting and analysing basic theoretical statistical process control concepts, methods and techniques and their application in tourism and hospitality practice.

2. Course enrolment requirements

For the course enrolment, students must have previous knowledge in Statistics and Management.

3. Expected learning outcomes

After passing the exam of the course of Statistical Process Control (3 ECTS) students shall be able to:
− Correctly explain and interpret basic theoretical concepts related to statistical process control;
− Define, describe, and correctly interpret different approaches to statistical process control, processes as organisational elements and statistical process control methods and techniques;
− Perform the statistical process control on empirical data and interpret the obtained results
− Implement and interpret simple project and independent tasks in the area of statistical control process on concrete examples related to tourism and hotel business.

4. Course content

Statistical instruments in processes control and improvement. Statistical process control definition and evolution. Conceptual basis and features of process as organisational elements. Process capability and stability. Process capability indices. Shewhart control charts. Statistical basis of control charts. Types of control charts. Other methods and techniques of statistical process control.

5. Manner of instruction	☒ lectures ☒ seminars and workshops ☐ exercises ☐ distance learning ☐ fieldwork	☒ individual assignments ☐ multimedia and network ☐ laboratories ☒ mentorship ☐ other
6. Comments	Lectures, seminars, workshops and individual assignments are complement with each other. Workshops and seminars will allow students to work through the topics covered in the lectures and give the opportunity for questions, discussions and knowledge upgrading.	

7. Student responsibilities

Individual assignments are designed to enable students to investigate an issue or theme in greater detail and demonstrate the level of achievement in the designed area. Most of the individual assignments and research works will take the form of applied workshops. Students may be working in groups, but it is important that the exercises are undertaken independently by students.

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8. Monitoring of student work[1]							
Class attendance	1,2	Class participation		Seminar paper		Experimental work	
Written exam	0,5	Oral exam		Essay		Research	
Project	0,4	Continuous assessment	0,9	Report		Practical work	
Portfolio							

9. Assessment of learning outcomes in class and at the final exam (procedure and examples)

Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on evaluation of students at the Faculty of tourism and hospitality management.
For each course it is made a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.

10. Mandatory literature (at the time of submission of study programme proposal)

1. Baldigara, T., (2008.), Statistička kontrola procesa, Fakultet za menadžment u turizmu i ugostiteljstvu u Opatiji, Opatija.

11. Optional/additional literature (at the time of submission of the study programme proposal)

1. Wheeler, D. J., Chambers, D. S., (2010), Understanding Statistical Process Control, Third Edition, SPC Press. Inc., Knoxville, Tennessee.
2. Montgomery, D.C., (2006), Introduction to Statistical Quality Control, Fifth Edition, The McGraw-Hill Companies, Inc., New York.

12. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences

The quality of the programme, teaching process, teaching skills and level of acquired course matter will be evaluated in writing, by means of extensive questionnaires and by employing other methods that are in accordance with the accepted standards and with the Book of regulations on the quality of the University of Rijeka, as well as the Book of regulations on the quality of the Faculty of tourism and hospitality management.

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[1] IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities.