*Sveučilište u Rijeci • University of Rijeka*

Trg braće Mažuranića 10 • 51 000 Rijeka • Croatia
T: +385 (0)51 406 500 • F: +385 (0)51 406 588
*W: www.uniri.hr*
*E: ured@uniri.hr*

Table 2

## Course description

| COURSE DESCRIPTION | | |
|---|---|---|
| Course instructor | Ana-Marija Vrtodušić Hrgović, Ph.D., Associate Professor | |
| Name of the course | Quality System Models | |
| Study programme | Graduate "Hospitality Management" | |
| Status of the course | elective | |
| Year of study | 1st | |
| ECTS credits and manner of instruction | ECTS credits | 3 |
| | Number of class hours  (L+E+S) | (15+0+15) |
| | | |

*1. Course objectives*

Acquiring theory and practice of quality models and implementing self-assessment in tourism and hospitality enterprises.

*2. Course enrolment requirements*

There are no special requirements.

*3. Expected learning outcomes*

On successful completion of the course students will be able to:
1. explain and compare quality models
2. interpret and use self-assessment  in implementing business excellence models in tourism and hospitality enterprise
3. analyse, compare and evaluate levels of excellence
4. describe and explain the impact of self-assessment on tourism and hospitality enterprises
5. describe and explain the connection between quality models, social responsibility and sustainable development.

*4. Course content*

Development of TQM Models. EFQM Excellence Model. Malcolm Baldrige National Quality Award. Deming Prize. National and Regional Quality Awards. Other Business Excellence Models (Kanji, Ericsson). Benefits of implementing Quality Models. Organization and implementation of Self-assessment. Different approaches to Self-assessment. Levels of Excellence. Quality Models, Social Responsibility and Sustainable Development.

| *5. Manner of instruction* | X lectures<br>X seminars and workshops<br>☐ exercises<br>☐ distance learning<br>☐ fieldwork | X individual assignments<br>☐ multimedia and network<br>☐ laboratories<br>X mentorship<br>☐ other |
|---|---|---|

| *6. Comments* | |
|---|---|

*7. Student responsibilities*

Class attendance,  project, final exam

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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. Oslić, Ivica, Kvaliteta i poslovna izvrsnost – pristupi i modeli, M.E.P. Consult, Zagreb, 2008

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

1. Oakland, J.S. , Total Quality Management and Operational Excellence- text with cases, Routledge, Taylor and Francis Group, Fourth Edition, London, New York , 2014.
2. Goetsch, D.L., Davis, S.B., Quality Management for Organizational Excellence – Introduction to Total Quality, 7th Edition, Pearson Education Limited, Essex, 2014.

### 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.