



Table 2

Course description

COURSE DESCRIPTION		
Course instructor	Ana-Marija Vrtodušić Hrgović, Ph.D., Associate Professor	
Name of the course	Quality Management	
Study programme	Undergraduate: Management of Sustainable Development	
Status of the course	compulsory	
Year of study	2nd	
ECTS credits and manner of instruction	ECTS credits	3
	Number of class hours (L+E+S)	30 (15+0+15)
<i>1. Course objectives</i>		
Understanding quality and acquiring theory and practice of total quality management.		
<i>2. Course enrolment requirements</i>		
There are no special requirements.		
<i>3. Expected learning outcomes</i>		
On successful completion of the course students will be able to:		
<ol style="list-style-type: none"> <li>1. interpret total quality management theory (TQM)</li> <li>2. interpret and implement total quality management system</li> <li>3. analyse the importance of quality in achieving competitiveness</li> <li>4. describe and explain the impact of quality on customer satisfaction and other stakeholders (employees, owners, community)</li> <li>5. describe and explain the advantages of quality system implementation</li> <li>6. implement methods for quality process improvement</li> <li>7. analyse the connection between total quality management, sustainable development and social responsibility.</li> </ol>		
<i>4. Course content</i>		
Defining Quality. Elements and Levels of Quality. Historical Development of TQM. The Concept and Meaning of TQM. Implementing TQM. Assuring Quality Improvements. Quality and Customer Satisfaction. Quality and Satisfaction of other Stakeholders. Quality and Competitiveness. Quality Management in Service Sector. TQM, Sustainable Development and Social Responsibility.		
<i>5. Manner of instruction</i>	<input checked="" type="checkbox"/> lectures <input checked="" type="checkbox"/> seminars and workshops <input type="checkbox"/> exercises <input type="checkbox"/> distance learning <input type="checkbox"/> fieldwork	<input checked="" type="checkbox"/> individual assignments <input type="checkbox"/> multimedia and network <input type="checkbox"/> laboratories <input checked="" type="checkbox"/> mentorship <input type="checkbox"/> other
<i>6. Comments</i>		
<i>7. Student responsibilities</i>		
Class attendance, project, final exam		



8. Monitoring of student work <sup>1</sup>							
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)							
<p>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.</p> <p>For each course it is made a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.</p>							
10. Mandatory literature (at the time of submission of study programme proposal)							
<ol style="list-style-type: none"> <li>1. Lazibat, T. Upravljanje kvalitetom, Znanstvena knjiga, Zagreb, 2009. (odabrana poglavlja)</li> <li>2. Avelini Holjevac, I., Upravljanje kvalitetom u turizmu i hotelskoj industriji, Fakultet za turistički i hotelski menadžment, Opatija, 2002. (odabrana poglavlja)</li> </ol>							
11. Optional/additional literature (at the time of submission of the study programme proposal)							
<ol style="list-style-type: none"> <li>1. Oakland, J.S. , Total Quality Management and Operational Excellence- text with cases, Routledge, Taylor and Francis Group, Fourth Edition, London, New York , 2014.</li> <li>2. Isaksson, R., Total Quality Management for Sustainable Development: Focus on Processes, Lambert Academic Publishing, 2009.</li> <li>3. Juran, J.M., Gryna, F.M., Planiranje i analiza kvalitete, Treće izdanje, Mate, Zagreb, 1999</li> </ol>							
12. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences							
<p>The quality of the programme, teaching process, <i>teaching</i> 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.</p>							

<sup>1</sup> 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.