



**UNIVERSITY OF ZENICA
POLYTECHNICAL FACULTY**



Subject title: QUALITY MANAGEMENT

Semester	Status	Hours per week		ECTS credit value	Code
		Lectures	Exercises		
III	obligatory	2	2	4,5	03-K17-017

Subject leader: E-mail:	Subject assistant: E-mail:
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Pre-requisites -

Subject aims	<ul style="list-style-type: none"> - introduce students to basic concepts of quality and approaches, - ability interpretation of the basic requirements of standards ISO 9000, - use the tools and techniques in quality management.
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Learning outcomes	<p>On successful completion of this subject student will be able to:</p> <ul style="list-style-type: none"> - actively applying some of the tools of quality management in a practical sense, - the application requirements of ISO 9000 in practice, - working to improve the quality management system.
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Indicative syllabus content: **System;** concept, tickling, systemic approach; **Introduction to quality:** Globalization and the quality, importance of quality in contemporary terms, quality definition, historical development; **Quality systems,** definitions, structure, development of quality systems; **Quality control:** management principles, Policies and objectives quality, Quality planning, Control, assurance, Quality Improvement; **Quality as a strategic goal and a factor of competitiveness:** Since the object of inspection to the strategic goal, quality as a factor of competitiveness, Competitive strategies and quality; **Organizing for Quality; ISO 9000 standards:** basic standards of ISO 9000 and its structure, the main concept of the quality system, method of application of ISO 9000, Interpretation of the basic requirements of standards; **The documentation of quality systems:** content, quality policy, our quality, objective, purpose and content, procedures, instructions, records of the quality system; management documentation; **Audits:** concept and types of audits, performance audits phases, reporting; **Construction quality system:** prepares for the introduction of , stages, certification; **Total Quality Management:** Traditional and modern approach to quality, What is TQM, basic concepts and principles of TQM, the TQM system in transition, the benefits of TQM; **Quality Awards:** Deming Prize for quality, Malcolm Baldrige's Quality Award, EFQM excellence model; **Methods and techniques of quality management:** Seven basic quality tools, seven new quality tools, methods and techniques that are applied at different stages of product life cycle; **Economy quality:** classification of quality costs, analysis of quality costs;

Learning delivery: Lectures are conducted with the use of multimedia resources, the techniques of active learning and student participation. Exercises are performed as well as auditory. The exercises are practical working examples of application of quality tools and methods.

Assessment Rationale: Assessment of students is carried out continuously during the realization of lectures and exercises in the form of active participation of students. Written exam includes activities students during the training, while the theoretical part of working through two partial exams through the elaboration given the limited number of topics.

Assessment Criteria				
Lectures	Exercises	Written exam	Theor. exam	
10%	15%	20%	55%	

Reading	
Essential	1. Klarić, Smail: Upravljanje kvalitetom, Mašinski fakultet u Mostaru, 2005
Supplementary	2. Jašarević Sabahudin: Upravljanje kvalitetom, Mašinski fakultet u Zenici, (u pripremi)
	3. Klarić, S., Pobrić, S.: Upravljanje kvalitetom-Alati i metode poboljšanja, Mostar, 2009
	4. ISO standardi iz predmetne oblasti