

Course Unit Descriptor

Study Programme: Agricultural tourism and rural development			
Course Unit Title: Quality management			
Course Unit Code: 7OAT7O28			
Name of Lecturer(s): Nataša B. Vukelić, Ph.D., Assistant Professor			
Type and Level of Studies: Undergraduate Academic Studies			
Course Status (compulsory/elective): Mandatory			
Semester (winter/summer): Winter			
Language of instruction: English			
Mode of course unit delivery (face-to-face/distance learning): Face-to-face			
Number of ECTS Allocated: 5			
Prerequisites: None			
Course Aims: Acquiring the knowledge about quality management. Mastering the terminological concepts and methods of product quality management, services and business system processes in agricultural production. Gaining the knowledge of the importance of quality control and standardisation in business and production processes, as well as products and services.			
Learning Outcomes: Students will be able to manage a quality system and apply the methods and means of building a quality system. They will be capable of introducing and maintaining HACCP. Monitoring and developing the ISO standards and quality system.			
Syllabus:			
<i>Theory</i>			
<ul style="list-style-type: none"> - INTRODUCTION TO QUALITY, THE CONCEPT OF QUALITY - QUALITY SYSTEM MANAGEMENT IN BUSINESS SYSTEMS - APPROACHES, METHODS, AND MEANS OF BUILDING A QUALITY SYSTEM - ISO STANDARDS - TQM (Total Quality Management) - HACCP - QUALITY SYSTEM DOCUMENTATION - IMPORTANCE AND FEATURES OF THE QUALITY MANAGEMENT IN AGRICULTURE PRODUCTION 			
<i>Practical Instruction:</i> CASE STUDIES IN QUALITY MANAGEMENT AND THE APPLICATION OF QUALITY SYSTEMS.			
Required Reading:			
Knowles, G (2011): Quality Management, Graeme Knowles & bookboon.com, ISBN: 978-87-7681-875-3 Oakland, J.S. (1993): Total Quality management (Second Edition), Butterworth, Ltd., Oxford. Hoyle D. (2007): Quality Management Essentials, First edition, Elsevier Limited, Butterworth-Heinemann			
Weekly Contact Hours:		Lectures: 3	Practical work: 2
Teaching Methods: Lectures, seminars, hands-on-exercises			
Knowledge Assessment (maximum of 100 points):			
Pre-exam obligations	points	Final exam	points
Active class participation	20	written exam	20
Practical work		oral exam	30
Preliminary exam(s)		
Seminar(s)	30		
The methods of knowledge assessment may differ; the table presents only some of the options: written exam, oral exam, project presentation, seminars, etc.			