

Faculty of Tourism and Hospitality / Turizam i hotelijerstvo / Upravljanje kvalitetom u turizmu

Prerequisites	
Aims	This course examines (1) the primary tools and methods used to monitor and control quality in organizations and (2) the ways in which quality can be improved .Included in the course are such topics as the historical development of quality management, the seven basic tools for quality improvement, and management strategies for implementing world class quality improvement strategies
Lecturer / Teaching assistant	Ass. Prof.dr Sanja Pekovic
Metdod	lectures, exercises, consultations, case study, seminars, midterms and final exam
Week 1, lectures	Quality - concept, role and importance
Week 1, exercises	
Week 2, lectures	Fundamentals of Quality Management
Week 2, exercises	
Week 3, lectures	I Homework Quality Management
Week 3, exercises	
Week 4, lectures	Quality and customer satisfaction
Week 4, exercises	
Week 5, lectures	I Midterm exam
Week 5, exercises	
Week 6, lectures	Quality and Competitiveness II Homework
Week 6, exercises	
Week 7, lectures	The most important approaches to quality management Re-sit I Midterm exam
Week 7, exercises	
Week 8, lectures	Planning for Quality
Week 8, exercises	
Week 9, lectures	Quality standards
Week 9, exercises	
Week 10, lectures	II Midterm exam
Week 10, exercises	
Week 11, lectures	Measurement and evaluation of quality III Homework
Week 11, exercises	
Week 12, lectures	Environmental standard Re-sit II Midterm exam
Week 12, exercises	
Week 13, lectures	Integrated management system
Week 13, exercises	
Week 14, lectures	Integrated management system
Week 14, exercises	
Week 15, lectures	Final exam
Week 15, exercises	
Student obligations	Students are required to attend classes regularly
Consultations	Consultations with the teacher after class, with assistent after the exercises/via email/appointment
Workload	nedjeljno 5 kredita x 1.33 = 6,65 sati Struktura: 2 sata predavanja 1 sata vježbi 3,65 sati samostalnog rada i konsultacije u semestru Ukupno opterećenje za predmet: 5x30 = 150 Struktura: Nastava i završni ispit: 6,65 x 15= 99,75 sati Priprema i ovjera semestra: 6,65 x 2 =13,3 sati Prpirema i polaganje ispita u popravnom ispitnom roku: 150-(99,75+13,3) = 36,95 sata
Literature	

Examination methods	• Attendance: max 5 points; • Seminar papers, homework, debate case study: max 15 points; • Two midterm exams: max 15 points each; • Final exam: max 50 points
Special remarks	Contact: Email: psanja@ac.me Room: 307
Comment	
Learning outcomes	Identify concepts of quality management and improvement. Develop an understanding of the role of technology, managers, employees, and customers in developing a quality-based workplace. Develop abilities to apply tools and techniques of Total Quality Improvement