

	UČNI NAČRT PREDMETA/COURSE SYLLABUS
Predmet	Menedžment kakovosti
Course title	Total Quality Management

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Upravljanje in poslovanje 1	Upravljanje in poslovanje	2.	4.
Business and Management 1	Business and Management	2 nd	4 th

Vrsta predmeta/Course type obvezni/obligatory

Univerzitetna koda predmeta/University course code 1N208

Predavanja Lectures	Seminar Seminar	Sem. vaje Tutorial	Lab. vaje Laboratory work	Teren. vaje Field work	Samost. delo Individ. work	ECTS
30		30			65	5

Nosilec predmeta/Lecturer: Doc. dr. Sergej Gričar

Jeziki/ Languages: **Predavanja/Lectures:** slovenski/Slovenian
Vaje/Tutorial: slovenski/Slovenian

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti: **Prerequisites:**

<ul style="list-style-type: none"> • Pogoj za vključitev v delo je vpis v 2. letnik študija. • Priprava in predstavitev seminarske naloge pred izpitom. 	<ul style="list-style-type: none"> • The prerequisite for participation is enrolment in the second year of study. • Students have to successfully prepare and present a seminar paper before the examination.
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Vsebina:

Content (Syllabus outline):

<ul style="list-style-type: none"> • <i>Kakovost, definicije, zgodovinski razvoj.</i> • <i>Merjenje kakovosti, model kakovosti.</i> • <i>Sistemi vodenja kakovosti in standardi ISO.</i> • <i>Presoje sistemov vodenja kakovosti.</i> • <i>Načrtovanje kakovosti.</i> • <i>Celovito obvladovanje kakovosti.</i> • <i>Ključni modeli menedžmenta kakovosti.</i> • <i>Orodja menedžmenta kakovosti.</i> • <i>Uvajanje modelov menedžmenta kakovosti v prakso.</i> 	<ul style="list-style-type: none"> • <i>Quality, definitions of quality, historical development.</i> • <i>Measurement of quality, quality models.</i> • <i>Systems of quality management and ISO standards.</i> • <i>Verifications of quality management systems.</i> • <i>Quality planning.</i> • <i>Total Quality Management.</i> • <i>Key models of quality management.</i> • <i>Tools of quality management.</i> • <i>Introduction of quality management models to the practice.</i>
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Temeljna literatura in viri/Readings:

Temeljna literatura/Basic literature

Crosby, B. P. (1990). Kakovost je zastonj: umetnost zagotavljanja kakovosti. Ljubljana: Gospodarski vestnik.

Gričar, S. in Rodica, B. (2017). Menedžment kakovosti z zakonodajno zahtevo. Novo mesto: UNM, Fakulteta za ekonomijo in informatiko.

Priporočljiva literatura/Recommended literature

Kondić, Ž. in sod. (2018). Kvaliteta. Varaždin: SFSB v Osijeku.

Montgomery, D. C. (2020). Introduction to statistical quality control. Hoboken: Wiley, cop.

Cilji in kompetence:

Učna enota prispeva predvsem k razvoju naslednjih splošnih in specifičnih kompetenc:

- poznavanje in razumevanje procesov v poslovnem okolju organizacije in sposobnost za njihovo analizo, sintezo in predvidevanje rešitev ter njihovih posledic;
- usposobljenost za raziskovanje na področju upravljanja in poslovanja ter razvoj kritične in samokritične presoje;
- avtonomnost, (samo)kritičnost, (samo) reflektivnost, samoevalviranje in prizadevanje za kakovost;
- etična refleksija in zavezanost profesionalni etiki v poslovnem okolju, spoštovanje nediskriminatornosti in multikulturalnosti v organizaciji in njenem (mednarodnem) okolju;
- zmožnost vzpostavljanja in vzdrževanja partnerskega odnosa s sodelavci, z delodajalcem in drugimi uporabniki oz. skupinami (lokalna skupnost, svetovalne službe, gospodarstvo ipd.) ter zmožnost strpnega dialoga;
- koherentno obvladanje temeljnega znanja, pridobljenega pri obveznih predmetih ter sposobnost povezovanja znanja z različnih področij in njegova aplikativna uporaba pri implementaciji v prakso;
- sposobnost pridobivanja, selekcije in evalvacije novih informacij in zmožnost ustrezne interpretacije v kontekstu na področju ekonomije, podjetništva, poslovne informatike, ravnanja z ljudmi, kvantitativnih metod, prava in poslovođenja;
- razumevanje in uporaba metod kritične analize in razvoja teorij ter njihova

Objectives and competences:

The learning unit mainly contributes to the development of the following general and specific competences:

- knowledge and understanding of processes in the business environment of an organisation and the ability to analyse, synthesise and envisage solutions and their consequences;
- the ability to carry out research in the field of management and business and development of critical and self-critical assessment;
- autonomy, (self-) criticism, (self-) reflection, self-evaluation and efforts towards achieving quality;
- ethical reflection and commitment to professional ethics in the business environment, observance of the principle of non-discrimination and multi-cultural society in an organisation and its (international) environment;
- the ability to establish and maintain partnerships with co-workers, the employer and other users or groups (local community, consultancy services, the economy, etc.) and the ability to have a tolerant dialogue;
- coherent management of fundamental knowledge gained in obligatory courses and the ability to link the knowledge from various fields, applying it in practice ;
- the ability to collect, select and evaluate new information as well as to interpret them appropriately in the context of economy, entrepreneurship, business informatics, human resource management, quantity methods, law and business management;

<p>uporaba pri reševanju konkretnih delovnih problemov;</p> <ul style="list-style-type: none"> • razumevanje individualnih vrednot in vrednostnih sistemov, obvladovanje profesionalno-etičnih vprašanj; • razumevanje odnosov med organizacijo in socialnim okoljem – sistemsko gledanje in delovanje. 	<ul style="list-style-type: none"> • understanding and using the methods of critical analysis and development of theories as well as their use in solving concrete work problems; • understanding individual values and value systems, management of professional and ethical issues; • understanding the relations between an organisation and the social environment – a systemic view and action.
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Predvideni študijski rezultati:

Intended learning outcomes:

<p>Znanje in razumevanje: <i>Študent/Študentka:</i></p> <ul style="list-style-type: none"> • pozna in razume pomen in večplastnost procesnega pristopa pri obvladovanju kakovosti ter odličnosti proizvodov in storitev; • pozna in razume vlogo in pomen kakovosti proizvodov in storitev v poslovnih odnosih; • razume interakcijsko delovanje dejavnikov, ki vplivajo na uspešnost in učinkovitost obvladovanja kakovosti in poslovne odličnosti; • pozna in uporablja sodobne pristope, modele in orodja za doseganje in nenehno izboljševanje kakovosti proizvodov, procesov in sistemov; • uporablja osnovno znanje in veščine s področja menedžmenta kakovosti in poslovne odličnosti; • reflektira in kritično ovrednoti različne izkušnje s področja menedžmenta kakovosti in poslovne odličnosti; • aktivno in kritično spremlja in reflektira aktualno dogajanje na področju menedžmenta kakovosti in poslovne odličnosti; • v povezavi z drugimi predmeti pozna, razume in reflektira kompleksnost strokovnih in družbenih nalog zaposlenih pri obvladovanju kakovosti in poslovne odličnosti; • pozna in razume umeščenost menedžmenta kakovosti in poslovne odličnosti v širše družbene, kulturne in vrednotne kontekste ter z refleksijo teh kontekstov oblikuje intelektualno aktiven odnos do sveta. 	<p>Knowledge in understanding: <i>Students:</i></p> <ul style="list-style-type: none"> • know and understand the significance and multi-layeredness of the process approach to quality management as well as product and service excellence; • know and understand the role and significance of product and service quality in business relations; • understand the interaction of factors that affect the effective and efficient management of quality and business excellence; • being familiar with and using modern approaches, models and tools in order to achieve and constantly improve the quality of products, processes and systems; • using the basic knowledge and skills in the field of quality management and business excellence; • reflect on and critically assess various kinds of experience in the field of quality management and business excellence; • actively and critically monitor and reflect on actual events in the field of quality management and business excellence; • in connection with other courses, know, understand and reflect on the complexity of professional and social duties of employees in quality management and business excellence; • know and understand the incorporation of quality management and business excellence in wider social, cultural and value-related contexts and, based on the reflections on that contexts, adopt an intellectually active attitude to the world.
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Metode poučevanja in učenja:

Learning and teaching methods:

<ul style="list-style-type: none"> • <i>predavanja</i> z aktivno udeležbo študentov 	<ul style="list-style-type: none"> • <i>lectures</i> with active participation of
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<p>(razlaga snovi, pogovori, vprašanja, primeri, reševanje problemov);</p> <ul style="list-style-type: none"> • <i>seminarske vaje</i> v povezavi s prakso (refleksija izkušenj, projektno delo, timsko delo, metode kritičnega mišljenja, pogovori, sporočanje povratne informacije, socialne igre, ekskurzija); • individualne in skupinske <i>konzultacije</i> (pogovori, dodatna razlaga, obravnava specifičnih vprašanj); • <i>animacija samostojnega študija in raziskovanja</i> (motiviranje, usmerjanje, samoopazovanje, samouravnavanje, refleksija, samoocenjevanje). 	<p>students (explanation, discussions, questions, examples, problem solving);</p> <ul style="list-style-type: none"> • <i>tutorial in connection with practice</i> (reflection on experience, project work, team work, critical thinking methods, discussions, feedback, social games, excursion); • individual and group <i>consultation</i> (discussions, additional explanation, addressing specific issues); • <i>animation of independent study and research</i> (motivation, guidance, self-observation, self-regulation, reflection, self-evaluation).
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Načini ocenjevanja:	Delež (v %) Weight (in %)	Assessment:
<p>Način (pisni izpit, ustno spraševanje, naloge, projekt):</p> <ul style="list-style-type: none"> • pisni (ustni) izpit • seminarska naloga s predstavitevijo in zagovorom 	<p>70 30</p>	<p>Type (written, oral examination, coursework, project):</p> <ul style="list-style-type: none"> • written (oral) exam • seminar paper including presentation and defence