

Study program: Modern Business Management			
Subject name: Quality Management			
Lecturer: Goran Đoković, Ph.D. (goran.djokovic@mbs.edu.rs)			
Subject status: selective			
ECTS: 8			
Pre-requisites: -			
Subject objectives The goal is to enable students to acquire the knowledge how to manage companies by way of quality management, with a special focus on service organizations. Thus, the question is how to manage business processes to ensure complete satisfaction of the buyers in each stage, whether internal or eternal.			
Subject outcomes The students will be able to know the key concepts of the quality management systems and the elements of culture as well as to ensure preconditions necessary for the method functioning, measures methods, maintenance and quality improvement in the company.			
Subject Description Assignments: Theoretical: The concept of quality. Quality management systems. A historical development of the Quality management systems. Internal system quality control. The methods of statistical control quality. The techniques of problems solution in the context of quality management—Pareto analysis, Ishikawa (cause/consequence) diagrams, failure modalities and the analysis of the results, brainstorming, program for quality improvement, Deming’s quality circle, Juran’s quality spiral. TQM. Processes approach and Business excellence. RADAR (Results, Approach, Deployment, Assessment, Review) the European method of TQM model. The prize for business excellence. Malcom Baldrige National Quality Award, Six Sigma, European Quality Award and others. Quality in international business. Quality management in virtual economy. Practical: Case study. Consolidation with lectures, exams, presentations of the individual and group projects/seminar papers connected with quality systems.			
Materials Основна: Juran, J.M., Gryna, F.M.(1999): <i>Планирање и анализа квалитета</i> , Мат, Загреб. Додатна: Foster, S. T., Jr. (2003). <i>Managing Quality: An Integrative Approach</i> (2 nd ed.). Upper Saddle River, NJ: Prentice Hall J.R. Evans, W.M. Lindsay (1996) <i>The Management and Control of Quality</i> , West Publishing Company;			
Total number		Courses:3x15=45	Practice:2x15=30
Teaching methods Lectures are auditory supported by modern teaching tools and active student participation. Exercises include: consolidation of lectures; concrete cases; seminar papers			
Grade (maximum number of points 100)			
Pre-exam assignments	points	Final exam	points
Course activity	20	written exam	
Practice	10	oral exam	30
Test-s	30	
Essay-s	10		