

## DESCRIPTION OF A STUDY COURSE – SYLLABUS

<b>Title of a course</b>	Information System Quality Management				
<b>Head of course</b>	PhD Sabrina Šuman, Senior Lecturer				
<b>Study programme</b>	Specialist professional graduate study of Information Technology in Business Systems				
<b>Status of a course</b>	Obligatory				
<b>Year of study</b>	1.	<b>Semester</b>	II	<b>ECTS credits</b>	4
<b>Teaching plan (L + E + S+ Pr)</b>	1+0+2+0				
<b>Goals of a course</b>					
Adopt basic terminology and apply methods in the field of information systems quality assurance and management.					
<b>Conditions for enrolling course</b>					
No conditions					
<b>Learning outcomes on a level of a study programme which includes course</b>					
Outcome 4: Apply quality standards to the process of the development of business information systems. Outcome 6: Apply appropriate tools in the implementation of information and communication systems. Outcome 8: Apply methods and techniques for managing security and data protection in information and communication systems. Outcome 15: Analyse and recommend the use of IT tools within a business organization.					
<b>Expected learning outcomes on a level of a course</b>					
<ol style="list-style-type: none"> <li>1. List and describe quality parameters</li> <li>2. Understand the interdependence of a company's information systems in quality management</li> <li>3. Describe the process of introducing a quality system into the process of information system development according to ISO standards.</li> <li>4. Apply metric concepts.</li> <li>5. Compare ISO standards, TQM approach, maturity models and excellence models.</li> <li>6. Apply information system quality management principles to a practical example</li> </ol>					
<b>Content of a course</b>					
Concept and meaning of quality. Quality management as a prerequisite for successful business operations. Historical outline of quality management. TQM. Quality systems. IS quality evaluation-value of information for business system. Application of quality standards in the development of information systems. Need for analysis and revision of information systems. Evaluation of ISO 9001 norm in informatics.					
<b>Teaching modes</b>	<input checked="" type="checkbox"/> lectures <input type="checkbox"/> auditory exercises <input checked="" type="checkbox"/> seminars and workshops <input type="checkbox"/> distance learning <input type="checkbox"/> field classes		<input checked="" type="checkbox"/> individual assignments <input type="checkbox"/> multimedia and network <input type="checkbox"/> laboratory <input type="checkbox"/> supervisor's work <input type="checkbox"/> other _____		
<b>Comments</b>					
<b>Students' obligations</b>					
Completed activities are a prerequisite for taking the full exam.					
<b>Grading, evaluation and monitoring of students' work continuously during lectures and exams</b>					
Grading is based upon evaluation of course's learning outcomes' adoption. Grading is performed continuously during lectures and/or during exam, in compliance with the provisions of Regulation on the assessment of students.					

**Continuous check-up:**

Outcomes	Pre-exam I	Activity	Seminar work	Threshold	Max
Outcome 1	10 %	5%		7,5%	15 %
Outcome 2	10 %	5%		7,5%	15 %
Outcome 3	10 %	5%		7,5%	15 %
Outcome 4	5 %	5%		5%	10 %
Outcome 5	5%		20%	12,5%	25 %
Outcome 6			20%	10%	20%
Percentage of ECTS	1,6	0,8	1,6	-	-
Total	40 %	20 %	40%	50 %	100 %

A student has passed the exam if he has acquired a percentage of credits for each learning outcome higher or equal to defined threshold.

**Exam term:**

Outcomes	Theoretical (oral / written)	Seminar work	Threshold	Max
Outcome 1	15 %		7,5%	15 %
Outcome 2	15 %		7,5%	15 %
Outcome 3	15 %		7,5%	15 %
Outcome 4	10 %		5%	10 %
Outcome 5	5%	20%	12,5%	25 %
Outcome 6		20%	10%	20%
Percentage of ECTS	2,4	1,6	-	-
Total	60 %	40%	50 %	100 %

A student has passed the exam if he has acquired a percentage of credits for each learning outcome higher or equal to defined threshold.

**Grading:**

A student has passed the exam if he has acquired at least 50% of anticipated credits of a specific learning outcome.

If a student has passed learning outcomes of all courses, the accomplished credits (percentages) of all passed learning outcomes are being added, while the final grade is defined upon following table:

Range of credits (percentages)	Numerical grade	ECTS grade
90,00 – 100,00	Excellent (5)	A
75,00 – 89,99	Very good (4)	B
60,00 – 74,99	Good (3)	C
50,00 – 59,99	Sufficient (2)	D
0,00 – 49,99	Insufficient (1)	F

**Obligatory literature**

1. Kondić, Živko, Kvaliteta i metode poboljšanja, Varaždin: vlast. nakl, 2004. (Čakovec: "Zrinski")
2. Juran, Joseph M., Planiranje i analiza kvalitete: od razvoja proizvoda do upotrebe ,3. izd., pripremio Frank M. Gryna, Zagreb, Mate, 1999.

**Additional literature**

1. Knowles, G.: Quality Management, Graeme Knowles & Ventus Publishing ApS, 2011
2. Sallis, E.: Total Quality Management in Education, Kogan Page, 2012
3. Kemp, S.: Quality management demystified, McGRAW-HILL, PMP, 2006



