

DESCRIPTION OF A STUDY COURSE – SYLLABUS

Title of a course	Integrated quality management system				
Head of course	Assistant Professor, PhD Sanja Zambelli				
Study programme	Specialist professional graduate study Occupational Safety				
Status of a course	Obligatory				
Year of study	1.	Semester	II	ECTS credits	6
Teaching plan (L + E + S+ Pr)	2L+2S				
Goals of a course					
The aim of the course is to acquaint the student with the basic concepts of quality, the concepts of quality management systems and ways to achieve quality. Furthermore, present the most important standards that are being introduced in Croatia and worldwide. Through exercises and case studies to demonstrate the practical application of the ISO standard.					
Conditions for enrolling course					
No conditions					
Learning outcomes on a level of a study programme which includes course					
Outcome 1: Plan preventive measures in occupational safety. Outcome 2: Apply appropriate tools and devices in the process of implementing occupational safety measures. Outcome 9: Design and conduct training of entities in the area of occupational safety with an emphasis on work-related injuries prevention. Outcome 11: Organize and lead a team to improve occupational safety systems.					
Expected learning outcomes on a level of a course					
1. Distinguish the concepts of quality control, quality assurance and quality management. 2. Analyse the concepts of standards, standardization in the world and in Croatia. 3. Distinguish important standards: OHSAS 18001, ISO 22000, HACCP, ISO 22301, ISO 50001, ISO 27001, ISO 31000. 4. Apply the ISO 9001:2015 standard.					
Content of a course					
The concept of quality. Historical development of the integral quality management system. Strategic quality management. Quality of products, services, processes and organisations. Quality management systems ISO 9000:2000 and ISO 14 000:1996, HACCP, OHSAS 18 001, SA 8000 and others. Measurability and standardisation of quality. Instruments of quality measurement. Principles of the quality management system ISO 9000:2000. Requirements of standards. Quality policies. Documentation. Motivation. Guidance. Teamwork. Process and project approach. Examples of successful and unsuccessful applications of systems of quality management. The Croatian experience in the field of quality management.					
Teaching modes	<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 _____		
Comments					
Students' obligations					
Grading, evaluation and monitoring of students' work continuously during lectures and exams					
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	Pre-exam 2	Oral examination	Assignment s	Threshold	Max
Outcome 1	20%		4%		12%	24%
Outcome 2	20%		4%		12%	24%
Outcome 3		20%	2%		11%	22%
Outcome 4		20%		10%	15%	30%
Percentage of ECTS	2	2	1	1		
Total	40%	40%	10%	10%	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	Written exam	Oral exam	Max
Outcome 1	25%	10%	35%
Outcome 2	25%	5%	30%
Outcome 3	15%	5%	20%
Outcome 4	10%	5%	15%
Percentage of ECTS	5	1	
Total	75%	25%	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

Baković, T., Dužević, I. Integrirani sustavi upravljanja, Ekonomski fakultet Zagreb, Zagreb, 2014

Additional literature

1. Lazibat, T. Upravljanje kvalitetom, Znanstvena knjiga, Zagreb, 2009.
2. Skoko, H., Upravljanje kvalitetom, Sinergija, 2000.
3. Lazibat, T., Baković, T., Poznavanje robe i upravljanje kvalitetom
4. Oslić, I., Kvaliteta i poslovna izvrsnost (pristupi i modeli) MEP Consult, Zagreb, 2008.
5. Lazibat, T., Kolaković, M., Međunarodno poslovanje u uvjetima globalizacije, Sinergija, Zagreb,

