

## DESCRIPTION OF A STUDY COURSE – SYLLABUS

<b>Title of a course</b>	Quality and Safety Management in Telematics				
<b>Head of course</b>	PhD Sabrina Šuman, Senior Lecturer				
<b>Study programme</b>	Professional undergraduate study Information Science				
<b>Status of a course</b>	Elective				
<b>Year of study</b>	2	<b>Semester</b>	IV	<b>ECTS credits</b>	5
<b>Teaching plan (L + E + S+ Pr)</b>	2+2+0+0				
<b>Goals of a course</b>					
Adopt basic terminology of quality and safety in telematics systems and apply methods and tools for quality management.					
<b>Conditions for enrolling course</b>					
No conditions					
<b>Learning outcomes on a level of a study programme which includes course</b>					
Outcome 11: Apply mathematical and statistical methods in information science.					
Outcome 12: Apply engineering methods and principles in information science.					
<b>Expected learning outcomes on a level of a course</b>					
1. Understand the principles of complete quality in general in business operations 2. Explain the meaning of the telematics system quality constituents 3. Suggest and discuss quality standards relevant to a particular telematics system part 4. Apply quality management methods and tools 5. Create a risk assessment model for a telematics system					
<b>Content of a course</b>					
Concept and meaning of quality. Principles and methods of quality management. Methods of planning and ensuring quality. International standards for quality system. Total quality. Quality management for telematics system. Relevant standards for all component of telematics systems' architecture. Safety of information system. Safety of technical system. Evaluation of functionality, reliability and safety of telematics system's components. Safety standards of information and technical components of telematics system. Resistance and firmness of telematics system. Risk analysis and projecting telematics system.					
<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>					
<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.					
<b>Continuous check-up:</b>					
<b>Outcomes</b>	<b>Pre-exam I</b>	<b>Pre-exam 2</b>	<b>Activity</b>	<b>Threshold</b>	<b>Max</b>
<b>Outcome 1</b>	10 %		10%	10%	20 %
<b>Outcome 2</b>	20 %			10%	20 %

<b>Outcome 3</b>	<b>10 %</b>		<b>10%</b>	<b>10%</b>	<b>20 %</b>
<b>Outcome 4</b>		<b>20%</b>		<b>10%</b>	<b>20 %</b>
<b>Outcome 5</b>		<b>20%</b>		<b>10%</b>	<b>20 %</b>
<b>Percentage of ECTS</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>40 %</b>	<b>40 %</b>	<b>20%</b>	<b>50 %</b>	<b>100 %</b>

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:**

<b>Outcomes</b>	<b>Theory</b>	<b>Practical tasks</b>	<b>Threshold</b>	<b>Max</b>
<b>Outcome 1</b>	<b>10 %</b>	<b>10%</b>	<b>10%</b>	<b>20 %</b>
<b>Outcome 2</b>	<b>20 %</b>		<b>10%</b>	<b>20 %</b>
<b>Outcome 3</b>	<b>10 %</b>	<b>10%</b>	<b>10%</b>	<b>20 %</b>
<b>Outcome 4</b>		<b>20%</b>	<b>10%</b>	<b>20 %</b>
<b>Outcome 5</b>		<b>20%</b>	<b>10%</b>	<b>20 %</b>
<b>Percentage of ECTS</b>	<b>2</b>	<b>3</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>40 %</b>	<b>60 %</b>	<b>50 %</b>	<b>100 %</b>

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:

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

#### **Obligatory literature**

1. Kondić, Živko, Kvaliteta i metode poboljšanja, Varaždin : vlast. nakl., 2004. (Čakovec : "Zrinski")

#### **Additional literature**

1. Juran, Joseph M., Planiranje i analiza kvalitete: od razvoja proizvoda do upotrebe, 3. izd. pripremio Frank M. Gryna, Zagreb, Mate, 1999.

