

### DESCRIPTION OF A STUDY COURSE – SYLLABUS

<b>Title of a course</b>	<b>Quality assurance</b>				
<b>Head of course</b>	<b>Assistant Professor, PhD Sanja Zambelli</b>				
<b>Study programme</b>	<b>Professional undergraduate study Occupational Safety</b>				
<b>Status of a course</b>	Obligatory				
<b>Year of study</b>	2.	<b>Semester</b>	IV	<b>ECTS credits</b>	4
<b>Teaching plan (L + E + S+ Pr)</b>	2L+1E				
<b>Goals of a course</b>					
The aim of the course is to acquaint the student with the basic concepts of quality, quality management, ways of achieving quality, differentiate concepts of quality control and assurance, and through seminars and case studies to demonstrate the introduction of quality management systems or the application of some management concept for the purpose of quality improvement.					
<b>Conditions for enrolling course</b>					
No conditions					
<b>Learning outcomes on a level of a study programme which includes course</b>					
Outcome 8: Organize a system of prescribed procedures and documents in the field of occupational safety. Outcome 10: Participate in teamwork and present professional content in both Croatian and foreign languages in written and spoken form. Outcome 14: Determine legislation and standards covering occupational safety. Outcome 15: Identify the basic characteristics of production processes, machines and materials.					
<b>Expected learning outcomes on a level of a course</b>					
<ol style="list-style-type: none"> <li>1. Explain the implementation of the quality system through the history of the gradual introduction of quality into the work process.</li> <li>2. Demonstrate basic business processes.</li> <li>3. Explain the concepts of standards, standardization in the world and in Croatia</li> <li>4. Describe the quality system audit.</li> </ol>					
<b>Content of a course</b>					
Quality, concept and meaning. Quality of products, services and processes. Definition and types of elementary processes. Approach to quality assurance. Valid international standards of quality management system. Demands of the quality management system. Documentation of quality management system. Implementation and monitoring of quality management system. Evaluation of quality management system. Independent evaluation of quality management system. Confirmation (certification) of quality management system. Removal of discrepancies and methods for improving the quality. Evaluation and recertification visits. Costs of quality.					
<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.					

**Continuous check-up:**

Outcomes	Pre-exam I	Pre-exam 2	Seminar work	Oral examination	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	1	1	0,5	0,5		
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	20%	4%	24%
Outcome 2	20%	4%	24%
Outcome 3	20%	2%	22%
Outcome 4	10%	0%	10%
Percentage of ECTS	4	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**

1. Lazibat, T. Upravljanje kvalitetom, Znanstvena knjiga, Zagreb, 2009.

**Additional literature**

1. Baković, T., Dužević, I. Integrirani sustavi upravljanja, Ekonomski fakultet Zagreb, Zagreb, 2014.
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, 2004.



