

# SYLLABUS

---

INTERNATIONAL EUROPEAN  
UNIVERSITY



**EUROPEAN SCHOOL  
OF BUSINESS**



# SYLLABUS



Course Name 

 Quality management

Lecturer (s) 

 Yuliia Remyha, PhD in Economics, associate professor, professor at the Department of Management, Finance and Business Administration

Lecturer's profile 

 <https://business.ieu.edu.ua/pro-yemsh/struktura-kafedry-vykladachi/kafedry/kafedra-menedzhmentu#zzz-001>

Consultations

online consulting



offline consulting

 Monday 11 a.m. – 1 p.m.

Contact number 

 +380 97 705 5421

E-mail 

 [yuliiaremyha@ieu.edu.ua](mailto:yuliiaremyha@ieu.edu.ua)

Discipline page 

 <https://business.ieu.edu.ua/pro-yemsh/struktura-kafedry-vykladachi/kafedry/kafedra-menedzhmentu>

Form of final control

test

def. test

exam





# SYLLABUS



## 1 Brief discipline annotation

The place of this discipline in the professional training system is the theoretical and practical foundation for the development of students' systemic knowledge of the theory and methodology of quality management, principles of construction and functioning of quality management systems of works and services, the study of regulatory, legislative, organizational and economic issues of quality management of works and services, introduction of the basic principles of conformity and certification procedures of works, services and personnel.

## 2 Background for studying discipline

Subject matter of the academic discipline: quality management processes for products, works and services, personnel in enterprise activities.

## 3 Goal and objectives of the discipline

The goal of the Quality management discipline is to provide students with system knowledge of the theory and methodology of quality management, principles of construction and functioning of quality management systems of works and services; study of regulatory, legislative, organizational and economic issues of quality management of works and services.

Key objectives of the Quality management discipline:

- to learn the theoretical and methodical foundations of quality management of products, works and services;
- to explore economic problems of quality management at the current stage and its impact on the development of the national economy;
- to introduce the basic principles of conformity and procedures for certification of works, services, personnel;
- to learn the regulatory framework for quality management of works and services;
- to master methodical tools for the comprehensive solution of tasks related to quality management of products, works and services;
- to acquire practical skills in developing and managing the quality management system of works and services at the enterprise.

## 4 Learning outcomes

PLO 3. To show knowledge of theories, methods and functions of management, contemporary leadership concepts.

PLO 4. To show skills in defining problems and grounding managerial decisions.

PLO 16. To show skills in individual work, flexible thinking, openness to new knowledge; to be critical and self-critical.

PLO 17. To carry out research individually and/or in a group under leader's supervision.

## 5 ECTS credits

4 ECTS credits / 120 academic hours

Content sections and topics	Amount of hours											
	full-time mode of study						part-time mode of study					
	total	including					total	including				
		1	p	lab.	ind.	i. w.		1	p	lab.	ind.	i. w.
1	2	3	4	5	6	7	8	9	10	11	12	13
<b>Content section 1. Standardization of quality management systems of products, works and services</b>												
Topic 1. General information about quality and quality assurance methods.	12	2	2	-	-	8	16	2	-	-	-	14
Topic 2. Evolution of quality management approaches.	12	2	2	-	-	8	14	-	-	-	-	14
Topic 3. Standardization as a regulatory framework for quality management.	12	2	2	-	-	8	14	-	-	-	-	14
Topic 4. Setting up the system of quality management in accordance with the requirements of ISO 9000 series.	16	4	2	-	-	10	18	-	2	-	-	16
Topic 5. Organizational support for quality management processes at the enterprise. Personnel in the quality management system.	16	4	2	-	-	10	14	-	-	-	-	14
<i>Test work No. 1</i>	4	2	-	-	-	2	-	-	-	-	-	-
<b>Total per content section 1</b>	<b>72</b>	<b>16</b>	<b>10</b>	-	-	<b>46</b>	<b>76</b>	<b>2</b>	<b>2</b>	-	-	<b>72</b>
<b>Content section 2. Certification of quality management systems of products, works and services</b>												
Topic 6. Confirmation of conformity of products and quality systems in UkrSEPRO (State certification system). Quality auditing.	16	4	2	-	-	10	16	2	-	-	-	14
Topic 7. Development of quality management and safety management in the context of market globalization.	16	4	2	-	-	10	14	-	-	-	-	14
Topic 8. National and international quality awards.	12	2	-	-	-	10	14	-	-	-	-	14
<i>Test work No. 2</i>	4	2	-	-	-	2	-	-	-	-	-	-
<b>Total per content section 2</b>	<b>48</b>	<b>12</b>	<b>4</b>	-	-	<b>32</b>	<b>44</b>	<b>2</b>	-	-	-	<b>42</b>
<b>Total hours</b>	<b>120</b>	<b>28</b>	<b>14</b>	-	-	<b>78</b>	<b>120</b>	<b>4</b>	<b>2</b>	-	-	<b>114</b>

## 7 List of obligatory tasks

1. General information about quality and quality assurance methods.
2. Evolution of quality management approaches.
3. Standardization as a regulatory framework for quality management.
4. Setting up the system of quality management in accordance with the requirements of ISO 9000 series.
5. Organizational support for quality management processes at the enterprise. Personnel in the quality management system.
6. Confirmation of conformity of products and quality systems in UkrSEPRO (State certification system). Quality auditing.
7. Development of quality management and safety management in the context of market globalization.
8. National and international quality awards.

## 8 List of selective tasks

1. Conceptual range of quality: characteristics, properties, quality. Quality requirements.
2. The concept of quality management system. Components of the quality management system at the organization.
3. History of quality management systems.
4. Quality management expenses.
5. Methods for calculating quality management expenses.
6. The origin of elements of quality management based on the development and implementation of standardization.
7. The system approach to quality management.
8. The essence of standardization and its role in the development of economic processes.
9. History of standardization.
10. Basic concepts and definitions in standardization.
11. Principles, methods and forms of standardization.
12. Basics of parametric standardization.
13. State system of standardization: purpose and basic principles.

## 9 Discipline features

Period of teaching	Semester	International disciplinary integration	Year of study	Courses: general training/ professional training/elective
1 semester	7th semester	available	4th year	Elective discipline

## 10 Assessment system and requirements. General system of discipline assessment

As part of discipline teaching, one carries out current and final control of students' knowledge. The final credit grade in the form of an exam is given according to the total rating of students.

QR Code: <https://ieu.edu.ua/docs/pol-mark-esb.pdf>

According to the results of current control during a semester, students can obtain 100 points maximally, the minimum sum of points allowing students to pass the discipline is 60 points.

Correlation between national and ECTS grades and student rating: QR Code: <https://ieu.edu.ua/docs/pol-mark-esb.pdf>



# SYLLABUS



15

## Recommended sources of information

### Primary (basic) literature:

1. Bezrodna S.M. Quality management: study guide for students of economic specialties / Bezrodna S.M. – Chernivtsi: Technodruk Private Production and Commercial Firm, 2017. – 174 p.
2. Biletskyi Y.V. Quality management of products and services / Biletskyi Y.V., Yanushkevych D.A., Shaikhliislamov Z.R., Kharkiv. Kharkiv Institute of Trade and Economics of Kyiv National University of Trade and Economics. – Kh.: Kharkiv Institute of Trade and Economics, 2015. – 222 p.
3. Zaplotynskiy B.A., Tupkalo V.M. Quality management. Study guide / Zaplotynskiy B.A., Tupkalo V.M. – K.: State University of Telecommunications, 2015. – 168 p.
4. Kyrychenko L.S. Standardization and certification of goods and services: Textbook / Kyrychenko L.S., Samoilenko A.A. – Kh.: Ranok Publishing house, 2018. – 240 p.
5. Bilokur I.P. Certification of personnel: study guide / I.P. Bilokur – K.: NAU-druk Publishing house of the National Aviation University, 2019. – 224 p.

### Additional literature:

1. Certification of quality systems and products in light industry [Bereznenko M.P., Savchuk N.H., Bereznenko S.M., Lishchuk V.H, Solohub N.M.] – K.: Logos, 1996. – 232 p.
2. Bychkivskiy R.V. Metrology, standardization, quality management and certification / Bychkivskiy R.V., Stoliarchuk P.H. – Lviv: Publishing house of Lviv Polytechnic National University, 2002. – 560 p.
3. Bozhenko L.I. Quality management, basics of standardization and certification of products / Bozhenko L.I., Hutta O.Y. – Lviv: Publishing house of Lviv Polytechnic National University, 2001. – 176 p.
4. Fomichev S.K. Fundamentals of quality management / Fomichev S.K., Starostina A.A., Skriabina N.I. – K.: IAPM, 2000. – 194 p.

### Information resources:

1. Total Quality Management (TQM) // Electronic resource. – Available at: <https://www.investopedia.com/terms/t/total-quality-management-tqm.asp>.
2. A Quality Principle: Everything You Need to Know about Total Quality Management // Electronic resource. – Available at: <https://www.smartsheet.com/total-quality-management>.
3. Official website of the International Organization for Standardization // Electronic resource. – Available at: <https://www.iso.org/home.html>.

16

## Tips on successful study during the course

**If you want to succeed in this discipline, you should be:**

- persistent, attentive and curious;
- creative, cheerful, and open to communication and discussions;
- ready to acquire information and knowledge about the subject not only during lectures but also during extracurricular activities.

**See you at classes!**



# SYLLABUS



## 11 Admission to final control

The minimum amount of points that should be obtained by students for current educational activities during a semester to be admitted to the final control is 36 points. The grade for the discipline is defined as a sum of the final points for current activities and the points for the final control and is expressed due to the multipoint scale.

The grade for the discipline completing with the test is determined as the sum of points for current learning activities (at least 36), points for individual independent work of students (no more than 6) and points for the test (at least 24).

The overall points of the discipline are 100. The total grade for the discipline is given according to the national and European scale.

The final control in the form of a test is carried out after learning all the topics of the discipline, during the examination session.

QR Code: <https://ieu.edu.ua/docs/050.pdf>

## 12 Discipline policy

To ensure fruitful learning and cognitive activities of students while studying the discipline, one holds relevant lectures and seminars in the form of presentations, case studies, group work and discussion seminars.

During classes and at the University, students should respect lecturers, staff and other students, attend classes according to the schedule, come on time and not leave classes without lecturer's permission. All academic assignments should be performed by the deadlines.

The teaching staff should constantly advance their professional level, teaching skills, general culture, as well as provide students with appropriate conditions for learning educational programs according to the requirements for the content, level and capacity of education, and encourage their comprehensive professional development. Lecturers should follow the curriculum, not be late for classes, not allow any manifestations of corruption, discrimination, bullying, harassment and infringement of the students' rights.

## 13 Policy of absence and late task performance

Students who miss the current control for valid reasons confirmed by documents have the right to take current control within two weeks after returning to studying.

Students who have missed classes without valid reasons, have not participated in current control activities, have not liquidated academic failure are not admitted to the final semester control of this discipline. In this case, an academic staff member puts a mark 'non-admission' in the exam record.

Repeated taking of the exam in the discipline is appointed in case of accomplishing all types of educational, independent (individual) work stipulated by the working program of the academic discipline and is carried out according to the approved schedule of academic failure liquidation.

QR Code: <https://ieu.edu.ua/docs/050.pdf>

## 14 Academic integrity policy

Participants in the educational process rely on the academic integrity principles QR Code: <https://ieu.edu.ua/docs/011.pdf>