

SYLLABUS

**INTERNATIONAL EUROPEAN
UNIVERSITY**



**EUROPEAN SCHOOL
OF BUSINESS**



SYLLABUS



Course and educational program	Quality management Management EP
Course description	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
Prerequisites for studying	Subject matter of the academic discipline: quality management processes for products, works and services, personnel in enterprise activities
Number of credits/hours	4 ECTS credits / 120 academic hours
Learning format	Blended learning
Classroom location	
Lecturer's full name	Roman Halenin , PhD in Economics, Associate Professor at the Department of Management, Finance and Business Administration
Department	Department of Management, Finance and Business Administration: 
Office location	42V Akademika Hlushkova Ave., Kyiv, room 511
Consulting	Every Tuesday from 2 p.m. to 3:30 p.m. by appointment via corporate e-mail
Lecturer's e-mail address	romanhalenin@ieu.edu.ua
Course objectives	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

	<p>stage and its impact on the development of the national economy;</p> <ul style="list-style-type: none"> - 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.
<p>Role of the academic discipline in achieving program learning outcomes</p>	<p>PLO 3. To show knowledge of theories, methods and functions of management, contemporary leadership concepts.</p> <p>PLO 4. To show skills in defining problems and grounding managerial decisions.</p> <p>PLO 16. To show skills in individual work, flexible thinking, openness to new knowledge; to be critical and self-critical.</p> <p>PLO 17. To carry out research individually and/or in a group under leader's supervision.</p>
<p>Learning outcomes</p>	<p>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.</p> <p>Key objectives of the Quality management discipline:</p> <ul style="list-style-type: none"> - 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.
<p>Course content</p>	<p>Topic 1. General information about quality and quality assurance methods.</p> <p>Topic 2. Evolution of quality management approaches.</p> <p>Topic 3. Standardization as a regulatory framework for quality management.</p>

	<p>Topic 4. Setting up the system of quality management in accordance with the requirements of ISO 9000 series.</p> <p>Topic 5. Organizational support for quality management processes at the enterprise. Personnel in the quality management system.</p> <p>Topic 6. Confirmation of conformity of products and quality systems in UkrSEPRO (State certification system). Quality auditing.</p> <p>Topic 7. Development of quality management and safety management in the context of market globalization.</p> <p>Topic 8. National and international quality awards.</p>
<p>Books and materials</p>	<ol style="list-style-type: none"> 1. Bilokur I.P. Certification of personnel: study guide / I.P. Bilokur – K.: NAU-druk Publishing house of the National Aviation University, 2019. – 224 p. 2. Kyrychenko L.S. Standardization and certification of goods and services: Textbook / Kyrychenko L.S., Samoilenko A.A. – Kh.: Ranok Publishing house, 2018. – 240 p. 3. 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. 4. Total Quality Management (TQM) // Electronic resource. – Available at: https://www.investopedia.com/terms/t/total-quality-management-tqm.asp. 5. A Quality Principle: Everything You Need to Know about Total Quality Management // Electronic resource. – Available at: https://www.smartsheet.com/total-quality-management.
<p>Technical requirements for the course</p>	<p>To work on the Quality management course, you need regular access to a computer (or phone) and the Internet.</p> <p>In order to successfully study and pass the course exam, you should first explore the Classroom distance learning platform and study all folders that already contain or will contain information or materials for the course. You will also have to download and create documents, watch videos, or create them.</p> <p>You can use distance platforms only using corporate e-mail.</p> <p>If you are unable to attend the course, you should notify the Dean's Office or your class representative or the course lecturer directly.</p>
<p>Learning process</p>	<p>The Quality management course consists of lectures and practical classes.</p> <p><u>Lectures</u> use the following training methods:</p>

lecture, conversation lecture, discussion, discussion of problematic issues, demonstration, analysis of various situations according to the lecture topic.

Practical classes use the following training methods:

questioning, testing, performing individual and team tasks, case studies, preparing reports and presentations, performing analytical and calculation works, solving specific problems and situations, brainstorming.



Discipline features	Period of teaching	Semester	International disciplinary integration	Year of study	Courses: general training/professional training/elective
	1 semester	5 th semester	available	3 rd year	Professional training

Assessment policy	You will have various ways to show your knowledge and skills during the semester. This includes how you attend classes, how and what you contribute to class discussions, how you perform and submit practical tasks and tests on time, how you perform independent work tasks, as well as your ability to present your report. Additionally, you have the opportunity to complete an individual research task performed individually or in a small group in the form of a student research paper.	
	Activities during the semester	Maximum amount of points during the semester
	Current work (attendance, oral questioning, solving calculation problems and tasks, situational exercises)	15
	Reports with presentation (3 pcs.)	10
	Tests (4 pcs.)	10
	Modular test work (2 pcs.)	15
	Individual research task (admission to the exam)	10
	Total	60

Grading scale	<p>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.</p> <p>The grade for the discipline completing with the exam 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 exam (at least 24).</p>
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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 an exam is carried out after learning all the topics of the discipline, during the examination session. The overall final grade in points according to the national and ECTS scales is put into the examination and test register, academic card and credit book of students.

National and ECTS grading scale

Sum of points for all types of educational activities	ECTS grade	Grade according to the national scale	
		for exam, term paper, practical training	for Pass/Fail test
90-100	A	excellent	pass
82-89	B	good	
74-81	C	satisfactory	
66-73	D		
60-65	E		
30-59	FX	fail with possible repeated pass	fail with possible repeated pass
1-29	F	fail with obligatory repeated learning of the discipline	fail with obligatory repeated learning of the discipline

QR Code:



How to find out your grade

To check your grades for tasks and read your lecturer's comments, you should check appropriate tabs on Classroom distance learning platforms. You can also obtain information about your grades directly from the course lecturer via corporate e-mail or by appointment on consulting days (room 511).

Course 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, 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

	<p>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.</p> <p>Students who miss the current control for <i>valid reasons</i> confirmed by documents have the right to take current control within two weeks after returning to studying.</p> <p>Students who have missed classes <i>without valid reasons</i>, 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.</p> <p>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.</p> <p>QR Code:</p>  <p>All participants in the educational process rely on the academic integrity principles.</p> <p>QR Code:</p> 
<p>Late task performance, correction of grades, making up missed classes</p>	<p>Tasks should be submitted via Classroom by the deadlines stipulated in the course schedule on our website. Most tasks should be performed by 9 a.m. on the day of the next class to coordinate them with the course content and group activities. It is best practice to perform tasks as soon as possible after receiving them so that you have enough time to take an active part in the class.</p> <p>If you need more time to perform the task, flexible deadlines are available. Completed tasks will be accepted until full credit until the last scheduled class in the discipline. Afterwards, the 40% partial credit</p>

	<p>based on the grade will be awarded within a week after the last day of class. Tasks that are not submitted at all will receive 0.</p> <p>If you are going to miss classes for more than one week due to illness or other reasons, please contact your lecturer to arrange alternative options for performing tasks.</p> <p>Note: deadlines work both ways, and meeting them ensures that your lecturer will provide prompt feedback on your tasks to make sure you keep up with the course.</p> <p>QR Code:</p> 
Lecturer's response time	Via corporate e-mail, within 24 hours.
Efficient communication	<p>Efficient communication is a two-way street!!!</p> <p>Therefore, the main recommendations for efficient communication include: corporate e-mail directly to the course lecturer; personal communication with classmates via social media/corporate e-mails/mobile phones; communication directly in the course on the Classroom distance platform; and a face-to-face meeting with the lecturer on consulting days.</p>
Policy of publication and distribution of course materials	<p>Students are not allowed to post, publish, sell, or otherwise publicly distribute course materials without the written permission of the lecturer.</p> <p>Such materials include, but are not limited to: lecture notes, lecture slides, video or audio recordings, tasks, problem sets, exams, other students' work, and answer keys.</p> <p>Students who sell, post, publish, or distribute course materials without written permission in order to get answers or otherwise can be subject to disciplinary action, up to and including being required to withdraw from the course. Besides, students are not allowed to make video or audio recordings of the class for their own use without the written permission of the lecturer.</p>
Expected student workload and engagement	<p>During this course, you should allocate some hours for independent study of some lecture materials in accordance with the course topics (approximately 5-6 hours per week).</p> <p>If you face circumstances requiring you to spend more time on any of the tasks, please inform your lecturer by e-mail.</p> <p>The deadline for submission can be extended only if the lecturer is informed in advance that you will not be able to submit the task on</p>

	time. Students are expected to have a backup plan in case of computer malfunctions or Internet outages.	
Support services	E-schedule Library Supervisor Repository Dean's Office	
Course schedule	Lecture topic	Practical classes
	Topic 1. General information about quality and quality assurance methods.	<ol style="list-style-type: none"> 1. <i>Oral questioning</i> 2. <i>Practical tasks</i> 3. <i>Homework tasks</i>
	Topic 2. Evolution of quality management approaches.	<ol style="list-style-type: none"> 4. <i>Checking questions submitted for independent study</i> 5. <i>Writing a report</i> 6. <i>Tests</i>
	Topic 3. Standardization as a regulatory framework for quality management.	<ol style="list-style-type: none"> 1. <i>Oral questioning</i> 2. <i>Solving practical tasks</i> 3. <i>Homework tasks</i> 4. <i>Checking questions submitted for independent study</i> 5. <i>Tests</i>
	Topic 4. Setting up the system of quality management in accordance with the requirements of ISO 9000 series.	<ol style="list-style-type: none"> 1. <i>Oral questioning</i> 2. <i>Solving practical tasks</i> 3. <i>Homework tasks</i> 4. <i>Checking questions submitted for independent study</i> 5. <i>Tests</i>
	Topic 5. Organizational support for quality management processes at the enterprise. Personnel in the quality management system.	<ol style="list-style-type: none"> 1. <i>Oral questioning</i> 2. <i>Solving practical tasks</i> 3. <i>Homework tasks</i> 4. <i>Checking questions submitted for independent study</i> 5. <i>Tests</i>
	Topic 6. Confirmation of conformity of products and quality systems in UkrSEPRO (State certification system). Quality auditing.	<ol style="list-style-type: none"> 1. <i>Oral questioning</i> 2. <i>Solving practical tasks</i> 3. <i>Homework tasks</i> 4. <i>Checking questions submitted for independent study</i> 5. <i>Test work</i>
	Topic 7. Development of quality management and safety management in the context of market globalization.	<ol style="list-style-type: none"> 1. <i>Oral questioning</i> 2. <i>Solving practical tasks</i> 3. <i>Homework tasks</i>

		<ol style="list-style-type: none"> 4. <i>Checking questions submitted for independent study</i> 5. <i>Presentation of reports</i>
	<p>Topic 8. Topic 8. National and international quality awards.</p>	<ol style="list-style-type: none"> 1. <i>Oral questioning</i> 2. <i>Solving practical and situational tasks</i> 3. <i>Homework tasks</i> 4. <i>Checking questions submitted for independent study</i> 5. <i>Tests</i>
<p>Tips on successful study during the course</p>	<p>If you want to succeed in this discipline, you should be:</p> <ul style="list-style-type: none"> - 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. <p>See you at classes!</p>	