



UČNI NAČRT PREDMETA / COURSE SYLLABUS

Predmet:	Management kakovosti
Course title:	Quality Management

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Ekonomija v sodobni družbi, 1. stopnja	Poslovna usmeritev	3. letnik	/
Economy in Contemporary Society, 1 st cycle	Business Orientation	3 rd year	/

Vrsta predmeta / Course type:	Izbirni/Optional
Koda predmeta / Course code:	MK-ESD

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Druge oblike študija Other type study	Samost. delo Individual work	Ure dela Work hours	ECTS
20	0	40	0	90	150	6

Nosilec predmeta / Lecturer:	prof. dr. Nada Trunk Širca
Jeziki/Languages:	Predavanja / Lectures: Vaje / Tutorial:
	slovenski / Slovenian
	slovenski / Slovenian

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

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Prerequisites:

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Vsebina:

- Kakovost, teoretična ozadja, zgodovinski razvoj
- Pomen kakovosti, politika in cilji kakovosti v organizaciji, razvojno načrtovanje
- Kontrola, inšpekcija, evalvacija, presoja
- Kazalniki in merjenje kakovosti
- Sistemi vodenja kakovosti, standardi in presoja teh sistemov (celovito obvladovanje kakovosti – TQM, modeli celovitega obvladovanja kakovosti – EFQM, PRSPO, modeli odličnosti itd.)
- Stroški kakovosti in zagotavljanje kakovosti, kakovost izdelkov, kakovost storitev
- Benchmarking
- Proces nenehnega izboljševanja

Content (Syllabus outline):

- Quality, theoretical background, historical development
- The importance of quality, policy and objectives of quality in the organisation, development planning
- Control, inspection, evaluation, assessment
- Quality indicators and measurement
- Quality management systems, standards and assessment of these systems (total quality management - TQM, models of total quality management - EFQM, PRSPO, excellence models, etc.)
- Costs of quality and quality assurance, quality of products, quality of services
- Benchmarking
- Process of continuous improvement

Temeljna literatura in viri / Readings:

Obvezna / Compulsory:

Knjige in učbeniki / Books and textbooks

Marolt, J., in Gomišček, B. (2005). *Management kakovosti*. Kranj: Moderna organizacija.

Piskar, F., Dolinšek, S., in Soković, M. (2006). *Učinki standarda kakovosti ISO: od managementa kakovosti do poslovnega modela*. Koper: Fakulteta za management.

Rodman, K., in Trunk Širca, N. (2008). On following the standards and guidelines for quality assurance in the European higher education area: a Slovenian case study. *Int. J. Servic. Standards*, 1 (4).

Cilji in kompetence:

Študentje bodo razvili **splošne kompetence**:

- sposobnost razumevanja koncepta kakovosti in razvoja organizacije,
- sposobnost uporabe različnih načinov ugotavljanja kakovosti,
- zmožnost timskega dela,
- sposobnost zbiranja in interpretacije podatkov,
- kritično in samokritično presojo,
- sposobnost zagovarjanja in argumentiranja lastnih stališč ter upoštevanja stališč drugih,
- prevzemanje odgovornosti za lastno delo.

Študentje bodo razvili **predmetno-specifične kompetence**:

- veščine za rabo znanja na področju ugotavljanja in merjenja kakovosti,
- poznavanje teorij s področja kakovosti in razvoja organizacije,
- sposobnost reševanja strokovnih problemov,
- obvladovanje osnovnih metod za presojo kakovosti v organizaciji,
- spoznanje, da je vodenje kakovosti sestavni del managementa organizacije.

Predvideni študijski rezultati:

Znanje in razumevanje:

Študent bo:

- poznal različne koncepte in pristope k ugotavljanju in zagotavljanju kakovosti,
- poznal razliko med kontrolo, inšpekcijo, evalvacijo in presojo,
- poznal vlogo sameevalvacije in zunanje evalvacije/presoje,
- razumel vlogo sistema kakovosti za razvoj organizacije in za namen zaupanja javnosti,
- poznal vlogo in odgovornost države in družbenih podsistemov pri zagotavljanju kakovosti, predvsem v javnem sektorju.

Metode poučevanja in učenja:

Objectives and competences:

Students will develop the following **general competences**:

- understanding of the concept of quality and organisational development,
- the ability to use various methods of determining quality,
- the ability to work in a team,
- the ability to collect and interpret data,
- the ability of critical and self-critical judgement,
- the ability to defend and argue their own points of view and take into account those of others,
- the ability to take responsibility for their own work.

Students will develop the following **course-specific competences**:

- skills to use knowledge in assessing and measuring quality,
- knowledge of theories in the field of quality and organisational development,
- the ability to solve expert problems,
- a good command of basic methods for quality assessment in the organisation,
- realisation that quality management is an integral part of organisational management.

Intended learning outcomes:

Knowledge and understanding:

Students will:

- have knowledge of various concepts of and approaches to quality assessment and assurance,
- understand the difference between control, inspection, evaluation and assessment,
- understand the role of self-evaluation and external evaluation/assessment,
- understand the role of the system of quality in organisational development and for the purpose of public confidence,
- be aware of the role and responsibility of the state and social subsystems in quality assurance, particularly in the public sector.

Learning and teaching methods:

Oblike dela:

Frontalna oblika poučevanja
 Delo v manjših skupinah oz. v dvojicah
 Samostojno delo študentov
 e-učenje
 drugo (vpišite) _____

Metode (načini) dela:

Razlaga
 Razgovor/ diskusija/debata
 Delo z besedilom
 Proučevanje primera
 Igra vlog
 Druge vrste nastopov študentov
 Reševanje nalog
 Študijski obiski podjetij ipd.)
 Vključevanje gostov iz prakse
 Udeležba na okrogli mizi, na konferenci

Types of learning/teaching:

Frontal teaching
 Work in smaller groups or pair work
 Independent students work
 e-learning
 other _____

Teaching methods:

Explanation
 Conversation/discussion/debate
 Work with texts
 Case studies
 Role-play
 Different presentation
 Solving exercises
 Field work (e.g. company visits)
 Inviting guests from companies
 Attending round table and conference

Načini ocenjevanja:

Način (pisni izpit, ustno izpraševanje, naloge, projekt)

Delež (v %) / Weight (in %)

Assessment:

Type (examination, oral, coursework, project)

Sprotno ustno (aktivno sodelovanje pri kontaktnih urah)		Oral verification and assessment of knowledge
Sprotno pisno preverjanje znanja (krajši pisni izdelki)	50	Written verification and assessment of knowledge (short written casework)
Daljši pisni izdelki (seminarska naloga, projektna naloga)	30	Longer written casework
Javni nastop ali predstavitev	20	Presentations
Končni ustni izpit		Final examination (oral)
Končni pisni izpit		Final examination (written)
Drugo (vpišite)		Other:

Reference nosilca / Lecture's references:

Več na Cobiss.

1.01 Izvirni znanstveni članek

TRUNK ŠIRCA, Nada, NASTAV, Bojan, LESJAK, Dušan, SULČIČ, Viktorija. The labour market, graduate competences and study programme development : a case study. *High. educ. Eur.*, april 2006, letn. 31, št. 1, str. [53]-64. [COBISS.SI-ID [1727703](#)]

LIKAR, Borut, MACUR, Mirna, TRUNK ŠIRCA, Nada. Systemic approach for innovative education process. *Kybernetes*, 2006, vol. 35, issue 7/8, str. 1071-1086. <http://www.emeraldinsight.com/10.1108/03684920610675094>. [COBISS.SI-ID [1761239](#)]

GOMEZELJ OMERZEL, Doris, BABNIK, Katarina, TRUNK ŠIRCA, Nada. The support of employers in the system of workplace learning recognition. *I. J. of innovation and learning*, 2008, vol. 5, no. 1, str. 38-50. [COBISS.SI-ID [2487255](#)]

RODMAN, Karmen, TRUNK ŠIRCA, Nada. On following the standards and guidelines for quality assurance in the European higher education area : a Slovenian case study. *Int. j. servic. standards*, 2008, vol. 1, no. 4. [COBISS.SI-ID [2500567](#)]

RODMAN, Karmen, TRUNK ŠIRCA, Nada. Ensuring professionalism of the external evaluation commission : the Slovenian case study. *Managing global transitions*, fall 2008, vol. 6, no. 3, str. 301-315. http://www.fm-kp.si/zalozba/ISSN/1581-6311/6_301-315.pdf. [COBISS.SI-ID [2806743](#)]