

	UČNI NAČRT PREDMETA/COURSE SYLLABUS
Predmet	Menedžment kakovosti
Course title	Total Quality Management

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Upravljanje in poslovanje 1	Upravljanje in poslovanje	2.	4.
Business and Management 1	Business and Management	2 nd	4 th

Vrsta predmeta/Course type obvezni/obligatory

Univerzitetna koda predmeta/University course code 1N208

Predavanja Lectures	Seminar Seminar	Sem. vaje Tutorial	Lab. vaje Laboratory work	Teren. vaje Field work	Samost. delo Individ. work	ECTS
30		30			65	5

Nosilec predmeta/Lecturer: izr. prof. dr., dr. sc. (Republika Hrvaška) Sergej Gričar

Jeziki/ Languages: **Predavanja/Lectures:** slovenski/Slovenian
Vaje/Tutorial: slovenski/Slovenian

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

<ul style="list-style-type: none"> • Pogoj za vključitev v delo je vpis v 2. letnik študija. • Priprava in predstavitev seminarske naloge pred izpitom. 	<ul style="list-style-type: none"> • The prerequisite for participation is enrolment in the second year of study. • Students have to successfully prepare and present a seminar paper before the examination.
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Vsebina:

Content (Syllabus outline):

<ul style="list-style-type: none"> • <i>Kakovost, definicije, zgodovinski razvoj.</i> • <i>Merjenje kakovosti, model kakovosti.</i> • <i>Sistemi vodenja kakovosti in standardi ISO.</i> • <i>Presoja sistemov vodenja kakovosti.</i> • <i>Načrtovanje kakovosti.</i> • <i>Celovito obvladovanje kakovosti.</i> • <i>Ključni modeli menedžmenta kakovosti.</i> • <i>Orodja menedžmenta kakovosti.</i> • <i>Uvajanje modelov menedžmenta kakovosti v prakso.</i> 	<ul style="list-style-type: none"> • <i>Quality, definitions of quality, historical development.</i> • <i>Measurement of quality, quality models.</i> • <i>Systems of quality management and ISO standards.</i> • <i>Verifications of quality management systems.</i> • <i>Quality planning.</i> • <i>Total Quality Management.</i> • <i>Key models of quality management.</i> • <i>Tools of quality management.</i> • <i>Introduction of quality management models to the practice.</i>
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Temeljna literatura in viri/Readings:

Temeljna literatura/Basic literature

Gričar, S. (2021). Umetnost menedžiranja kakovosti: razumevanje. Novo mesto: Univerza v Novem mestu Fakulteta za poslovne in upravne vede.

Priporočljiva literatura/Recommended literature

Crosby, B. P. (1989). Kakovost je zastonj: umetnost zagotavljanja kakovosti. Ljubljana: Gospodarski vestnik.

Gričar, S. in Rodica, B. (2017). Menedžment kakovosti z zakonodajno zahtevo. Novo mesto: Fakulteta za upravljanje, poslovanje in informatiko.

Montgomery, D. C. (2020). I Introduction to statistical quality control. Hoboken : Wiley, cop.

Stražičar, S. in sod. (2012). HACCP sistem. Ljubljana. Spar Slovenija d.o.o.

Cilji in kompetence:

Učna enota prispeva predvsem k razvoju naslednjih splošnih in specifičnih kompetenc:

- poznavanje in razumevanje procesov v poslovnem okolju organizacije in sposobnost za njihovo analizo, sintezo in predvidevanje rešitev ter njihovih posledic;
- usposobljenost za raziskovanje na področju upravljanja in poslovanja ter razvoj kritične in samokritične presoje;
- avtonomnost, (samo)kritičnost, (samo) reflektivnost, samoevalviranje in prizadevanje za kakovost;
- etična refleksija in zavezanost profesionalni etiki v poslovnem okolju, spoštovanje nediskriminatornosti in multikulturalnosti v organizaciji in njenem (mednarodnem) okolju;
- zmožnost vzpostavljanja in vzdrževanja partnerskega odnosa s sodelavci, z delodajalcem in drugimi uporabniki oz. skupinami (lokalna skupnost, svetovalne službe, gospodarstvo ipd.) ter zmožnost strpnega dialoga;
- koherentno obvladanje temeljnega znanja, pridobljenega pri obveznih predmetih ter sposobnost povezovanja znanja z različnih področij in njegova aplikativna uporaba pri implementaciji v prakso;
- sposobnost pridobivanja, selekcije in evalvacije novih informacij in zmožnost ustrezne interpretacije v kontekstu na področju ekonomije, podjetništva, poslovne informatike, ravnanja z ljudmi,

Objectives and competences:

The learning unit mainly contributes to the development of the following general and specific competences:

- knowledge and understanding of processes in the business environment of an organisation and the ability to analyse, synthesise and envisage solutions and their consequences;
- the ability to carry out research in the field of management and business and development of critical and self-critical assessment;
- autonomy, (self-) criticism, (self-) reflection, self-evaluation and efforts towards achieving quality;
- ethical reflection and commitment to professional ethics in the business environment, observance of the principle of non-discrimination and multi-cultural society in an organisation and its (international) environment;
- the ability to establish and maintain partnerships with co-workers, the employer and other users or groups (local community, consultancy services, the economy, etc.) and the ability to have a tolerant dialogue;
- coherent management of fundamental knowledge gained in obligatory courses and the ability to link the knowledge from various fields, applying it in practice ;
- the ability to collect, select and evaluate new information as well as to interpret them appropriately in the context of

<p>kvantitativnih metod, prava in poslovodenja;</p> <ul style="list-style-type: none"> • razumevanje in uporaba metod kritične analize in razvoja teorij ter njihova uporaba pri reševanju konkretnih delovnih problemov; • razumevanje individualnih vrednot in vrednostnih sistemov, obvladovanje profesionalno-etičnih vprašanj; • razumevanje odnosov med organizacijo in socialnim okoljem – sistemsko gledanje in delovanje. 	<p>economy, entrepreneurship, business informatics, human resource management, quantity methods, law and business management;</p> <ul style="list-style-type: none"> • understanding and using the methods of critical analysis and development of theories as well as their use in solving concrete work problems; • understanding individual values and value systems, management of professional and ethical issues; • understanding the relations between an organisation and the social environment – a systemic view and action.
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Predvideni študijski rezultati:

Znanje in razumevanje:

Študent/Študentka:

- pozna in razume pomen in večplastnost procesnega pristopa pri obvladovanju kakovosti ter odličnosti proizvodov in storitev;
- pozna in razume vlogo in pomen kakovosti proizvodov in storitev v poslovnih odnosih;
- razume interakcijsko delovanje dejavnikov, ki vplivajo na uspešnost in učinkovitost obvladovanja kakovosti in poslovne odličnosti;
- pozna in uporablja sodobne pristope, modele in orodja za doseganje in nenehno izboljševanje kakovosti proizvodov, procesov in sistemov;
- uporablja osnovno znanje in veščine s področja menedžmenta kakovosti in poslovne odličnosti;
- reflektira in kritično ovrednoti različne izkušnje s področja menedžmenta kakovosti in poslovne odličnosti;
- aktivno in kritično spremlja in reflektira aktualno dogajanje na področju menedžmenta kakovosti in poslovne odličnosti;
- v povezavi z drugimi predmeti pozna, razume in reflektira kompleksnost strokovnih in družbenih nalog zaposlenih pri obvladovanju kakovosti in poslovne odličnosti;
- pozna in razume umeščenost menedžmenta kakovosti in poslovne odličnosti v širše družbene, kulturne in vrednotne kontekste ter z refleksijo teh kontekstov oblikuje intelektualno aktiven

Intended learning outcomes:

Knowledge in understanding:

Students:

- know and understand the significance and multi-layeredness of the process approach to quality management as well as product and service excellence;
- know and understand the role and significance of product and service quality in business relations;
- understand the interaction of factors that affect the effective and efficient management of quality and business excellence;
- being familiar with and using modern approaches, models and tools in order to achieve and constantly improve the quality of products, processes and systems;
- using the basic knowledge and skills in the field of quality management and business excellence;
- reflect on and critically assess various kinds of experience in the field of quality management and business excellence;
- actively and critically monitor and reflect on actual events in the field of quality management and business excellence;
- in connection with other courses, know, understand and reflect on the complexity of professional and social duties of employees in quality management and business excellence;
- know and understand the incorporation of quality management and business excellence in wider social, cultural and value-related contexts and, based on the reflections on that contexts, adopt an

odnos do sveta.	intellectually active attitude to the world.
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Metode poučevanja in učenja:

Learning and teaching methods:

<ul style="list-style-type: none"> • <i>predavanja</i> z aktivno udeležbo študentov (razlaga snovi, pogovori, vprašanja, primeri, reševanje problemov); • <i>seminarske vaje</i> v povezavi s prakso (refleksija izkušenj, projektno delo, timsko delo, metode kritičnega mišljenja, pogovori, sporočanje povratne informacije, socialne igre, ekskurzija); • individualne in skupinske <i>konzultacije</i> (pogovori, dodatna razlaga, obravnava specifičnih vprašanj); • <i>animacija samostojnega študija in raziskovanja</i> (motiviranje, usmerjanje, samoopazovanje, samouravnavanje, refleksija, samoocenjevanje). 	<ul style="list-style-type: none"> • <i>lectures</i> with active participation of students (explanation, discussions, questions, examples, problem solving); • <i>tutorial in connection with practice</i> (reflection on experience, project work, team work, critical thinking methods, discussions, feedback, social games, excursion); • individual and group <i>consultation</i> (discussions, additional explanation, addressing specific issues); • <i>animation of independent study and research</i> (motivation, guidance, self-observation, self-regulation, reflection, self-evaluation).
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Načini ocenjevanja:	Delež (v %) Weight (in %)	Assessment:
Način (pisni izpit, ustno spraševanje, naloge, projekt): <ul style="list-style-type: none"> • pisni (ustni) izpit • seminarska naloga s predstavitevijo in zagovorom 	70 30	Type (written, oral examination, coursework, project): <ul style="list-style-type: none"> • written (oral) exam • seminar paper including presentation and defence