
		UNIVERSITY OF EAST SARAJEVO					
		Faculty of Technology Zvornik					
		Study program: <i>Chemical Engineering and Technology</i>					
		CYCLE I		YEAR IV			
Course title		QUALITY MANAGEMENT					
Department		Department for Process Engineering-Faculty of Technology Zvornik					
Course code		Course status		Semester		ECTS	
		Elective		VII		3	
Teacher		Mitar Perusic, PhD, full professor					
Teaching assistant		Dusko Kostic, MSc, teaching assistant					
Teaching workload/Number of hours (weekly)			Individual work (hours per semester)			Student's work coefficient, S ₀	
Lectures	Auditory exercises	Laboratory Exercises	Lectures	Auditory exercises	Laboratory Exercises	S ₀	
2	1	0	30	15	0	1,00	
2*15 + 1*15 + 0*15 =45 h			2*15 + 1*15 + 0*15 =45 h				
Total course workload (hours per semester, teacher + student): 45+ 45 = 90							
Learning outcomes		<p>After finishing the course, students will be able to:</p> <ol style="list-style-type: none"> find and use literature on quality; demonstrate and utilize the knowledge of the concept of quality management in general, strategic management and management, modern technologies; demonstrate and utilize the knowledge of the evolution of quality; demonstrate and utilize the knowledge of the modern approach to quality management; demonstrate and utilize the knowledge of the tools and techniques of quality management; recognize the application and importance of quality management, especially in technologically advanced products. 					
Prerequisites		None.					
Teaching methods		Lectures, class exercises and individual work					
Syllabus outline per week		<ol style="list-style-type: none"> Introduction to the science of quality. The evolution of the science of quality. The concept and definition of quality. Quality management. Quality assurance. Approach to quality according to Deming and others. Structure of ISO 9000 series standards and audits. Total quality of management. Characteristics of a quality school. Knowledge test (Mid-term test/Colloquium I). Quality audit: internal and external. Quality in business environment. Quality management system certification. Tools and quality techniques. Histograms and ABC diagrams. Brainstorming and cause-effect diagram. Presentation of the seminar paper. (Mid-term test/Colloquium II). 					
Obligatory literature							
Author/s		Title, publisher		Year	Page		
Ž. Živković, M. Gligoric		Quality Management, Faculty of Technology, Zvornik, II edition		2002	1-427		
Additional reading							
Author/s		Title, publisher		Year	Page		
J. Babić, D. Ušćumlić		Quality and management, University of Belgrade, Belgrade		2014	1-260		
J.M. Juran, A.B. Godfrey		Juran's Quality Handbook, McGraw Hill, 5th edition		1998	1-1600		
T. Aized, editor		Total Quality Management and Six Sigma, Intech, Rijeka		2012	217-296		
Obligations, assessment		Type of student evaluation			Points	Percentage	
		Pre-exam obligation					

methods and grading system	Attendance	6	6 %
	Mid-term test I	25	25 %
	Mid-term test II	25	25 %
	Seminar paper	14	14 %
	Final exam		
	Final exam	30	30 %
TOTAL	100	100 %	
Web page	www.tfzv.ues.rs.ba		
Date	2023		