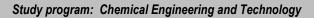


UNIVERSITY OF EAST SARAJEVO

Faculty of Technology Zvornik



CYCLE I YEAR IV



Course title QUALITY MANAGEMENT

Department Department for Process Engineering-Faculty of Technology Zvornik

			,	
Course c	ode	Course status	Semester	ECTS
		Elective	VII	3
Teacher	Mitar Perusic, P	hD, full professor		
		•	•	<u>-</u>

Teaching assistant

Dusko Kostic, MSc, teaching assistant

Teaching work	cload/Number of	hours (weekly)	Individua	l work (hours per	semester)	Student's work coefficient, S _o
Lectures	Auditory exercises	Laboratory Exercises	Lectures	Auditory exercises	Laboratory Exercises	So
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

	Total course workload (nours per semester, teacher - stadenty, 40 - 40 - 50
	After finishing the course, students will be able to:
	1. find and use literature on quality;
	demonstrate and utilize the knowledge of the concept of quality management in general,
Learning	strategic management and management, modern technologies;
outcomes	 demonstrate and utilize the knowledge of the evolution of quality;
outcomes	4. demonstrate and utilize the knowledge of the modern approach to quality management;
	5. demonstrate and utilize the knowledge of the tools and techniques of quality management;
	6. recognize the application and importance of quality management, especially in technologically
	advanced products.
Prerequisites	None.

		6. recognize the application and importance of quality management, especially in technologically advanced products.
Prerequisi	tes	None.
Teaching	methods	Lectures, class exercises and individual work
		1. Introduction to the science of quality.
		2. The evolution of the science of quality.
		3. The concept and definition of quality.
		4. Quality management.
		5. Quality assurance.
		6. Approach to quality according to Deming and others.
Syllabus	outline	7. Structure of ISO 9000 series standards and audits. Total quality of management.
per week	Outilite	8. Characteristics of a quality school. Knowledge test (Mid-term test/Colloquium I).
pei week		9. Quality audit: internal and external.
		10. Quality in business environment.
		11. Quality management system certification.
		12. Tools and quality techniques.
		13. Histograms and ABC diagrams.

14. Brainstorming and cause-effect diagram.
15. Presentation of the seminar paper. (Mid-term test/Colloquium II).

Obligatory literature

Author/s Title, publisher Ye

		obligatory intoractare			
Author/s		Title, publisher	Year		Page
Ž. Živković, M. Gl	igoric	Quality Management, Faculty of Technology, Zvornik, II edition	2002		1-427
		Additional reading			
Author/s		Title, publisher	Year		Page
J. Babić, D. Ušću	umlić	Quality and management, University of Belgrade, Belgrade	2014		1-260
J.M. Juran, A.B, G	odfrey	Juran's Quality Handbook, McGraw Hill, 5th edition	1998		1-1600
T. Aized, edito	or	Total Quality Management and Six Sigma, Intech, Rijeka	2012		217-296
Obligations		Type of student evaluation		Points	Percentage

Obligations,	Type of student evaluation	Points	Percentage
assessment	Pre-exam obligation		

methods and	Atte	ndance 6	6 %
grading system	Mid-ter	m test I 25	25 %
	Mid-teri	m test II 25	25 %
	Semina	r paper 14	14 %
	Final exam		
	Fin	al exam 30	30 %
	TOTAL	100	100 %
Web page	www.tfzv.ues.rs.ba		
Date	2023		