

## System of Quality Course

<i>Name of the subject:</i> <b>System of Quality - PhD</b>	<i>SUBJECT code:</i>	<i>Weekly hours:</i> <b>10</b>	<i>Credit:</i> <b>15 ECTS</b>
<i>Subject leader:</i> <b>Predrag Djordjevic</b>	<i>Academic Degree:</i> Assistant Professor	<i>Prerequisites:</i> Quality Management, necessary knowledge in functioning of business systems	

### **Purpose:**

This course is designed to provide students an opportunity to acquire knowledge regarding the process of defining and implementing quality system in a business system. It will also enable students to acquire knowledge regarding application of methods and tools for designing a quality system and to establish correlations between the quality system and other subsystems in the business system.

### **Course description:**

During the course students will acquire knowledge regarding the role and importance of the quality system in a business system and its connection with other parts of the business system. The following topics will be discussed: QMS planning and implementation; Planning QMS documentation; Defining organizational processes; Structuring of the quality system; Quality system resources; Linking the quality system processes with other business system processes; Structuring the quality system and its subsystems; Linking and specifying the quality system processes; Types and structures of the quality system model; Basics for designing a quality system in the business system; Defining and organizing the quality system in the business system; Application of QMS; Continuous improvements; ISO 9000 family of standards; ISO 14000; Relations between Quality and ecological changes.

### **Schedule**

<b>Weeks</b>	<b>Topics</b>
1.	Introduction to Quality Management System
2.	QMS implementation planning
3.	Planning, management and control of QMS documentation
4.	Identifying and closing critical quality gaps
5.	Quality practices in product development processes
6.	Measuring customer satisfaction
7.	Quality Assurance and Quality Control
8.	QMS Deployment
9.	Quality audit program
10.	Mechanisms for continual improvement
11.	ISO 9000 family of standards
12.	ISO 14000
13.	Practical examples of QMS implementation
14.	Seminar project work

### **Final grade:**

Grading Policy:

**Activity**

**Points**

Seminar project work	20
Final Exam	80 (40 Written Exam + 40 Oral Exam)

**Grading Scale:**

<b>Points</b>	<b>Grade</b>
0 - 50	5 (Failed)
51 - 60	6 (Satisfactory)
61 - 70	7 (Good)
71 - 80	8 (Very Good)
81 - 90	9 (Excellent)
91 - 100	10 (Excellent - Outstanding)

**Compulsory literature:**

1. V. Nanda, Quality Management System Handbook for Product Development Companies, CRC, Press, 2005.
2. S. T. Foster, Managing Quality: Integrating the Supply Chain, Prentice Hall, 2012.
3. V. K. Omachonu, J.E Ross, Principles of Total Quality, Third Edition, University of Miami, 2004.

**Supplemental literature:**

1. F. Gryna, R. C. H. Chua and J. A. De Feo, Juran's Quality Planning and Analysis for Enterprise Quality, McGraw-Hill Education, 2007.
2. D. Hoyle, Quality Management Essentials, Elsevier, 2007.