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| Course: | Quality Management  |
| Course id: 3МАЕ1I13  |
| Number of ECTS: 6 |
| Teacher: | Nebojša Đ. Novković; Slobodan M. Ceranić |
| Assistant: | Nataša B. Vukelić |
| Course status | Elective |
| Number of active teaching classes (weekly) |
| Lectures: 2 | Tutorials: 2 | Other teaching types: | Study research work: | Other classes: |
| Precondition courses | None |
| 1.Educational goalsAcquiring the knowledge about quality management. Mastering the terminological concepts and methods of product quality management, services and business system processes in agricultural tourism. Gaining the knowledge of the importance of quality control and standardisation in business and production processes, as well as products and services.  |
| 2.Educational outcomesStudents will be able to manage a quality system and apply the methods and means of building a quality system. They will be capable of introducing and maintaining HACCP. Monitoring and developing standards and quality systems.  |
| 3.Course content*Theoretical instruction:* - INTRODUCTION, THE CONCEPT OF QUALITY, THE NATIONAL QUALITY SYSTEM- QUALITY SYSTEM MANAGEMENT IN BUSINESS SYSTEMS*-* APPROACHES, METHODS, AND MEANS OF BUILDING A QUALITY SYSTEM*-* ISO STANDARDS*-* TQM (Total Quality Management)*-* HACCP*-* QUALITY SYSTEM DOCUMENTATION*-* INTRODUCTION OF A QUALITY SYSTEM*-* IMPORTANCE AND FEATURES OF THE QUALITY MANAGEMENT IN FOOD PRODUCTION*-* FOOD QUALITY SYSTEMS IN AGRITOURISM*Practical Instruction:* CASE STUDIES IN QUALITY MANAGEMENT. |
| 4.Teaching methodsLectures with an LCD projector. Interaction in tutorials. Specialist visitations to business systems in agritourism.  |
| Knowledge evaluation (maximum 100 points) |
| Pre-examination obligations | Mandatory | Points | Final exam  | Mandatory | Points |
| Lecture attendance | Yes/No | **10** | Written exam  | Yes/No | **-** |
| Seminar paper(s) | Yes/No | **30** | Oral exam | Yes/No | **50** |
| Tests | Yes/No | **-** |  |  |  |
| Practical work | Yes/No | **10** |  |  |  |
| Other | Yes/No | - |  |  |  |
| Literature  |
| Ord. | Author | Title | Publisher | Year |
| 1. | Šomođi, Š., Novković, N., Kajari Karolina, Radojević, V. | Menadžer i sistem kvaliteta hrane | Poljoprivredni fakultet, Novi Sad | 2006 |
| 2. | Banks, J. | Principles of quality control | New York | 1989 |
| 3. | Vulanović, V., D. Stanivuković, B, Kamberović, R. Maksimović, N. Radaković, V. Radlovački, M. Šilobad | Sistem kvaliteta – ISO 9001: 2000 | Fakultet tehničkih nauka, Institut za industrijski inženjerstvo i menadžment, Novi Sad | 2005 |
| 4. | Oakland, J.S. | Total Quality management (Second Edition) | Butterworth, LtD., Oxford | 1993 |
| 5. | Hoyle D. | Quality Management Essentials, First edition | Elsevier Limited, Butterworth-Heinemann | 2007 |