MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE
SUMY NATIONAL AGRICULTURAL UNIVERSITY
Department of management

"Approved"
Head of Department
_____ Doctor of Economics, Professor,
Mykhailov A.M.
"06" 06 2020

WORKING PROGRAM ON DISCIPLINE (SYLLABUS)

Selective discipline 4 Quality management

Specialty: 073 Management

Educational program: Administrative management (second level (master's) in higher education)

Faculty: Economic and Management

2020-2021

Work program on the subject «Quality management» for the students by direction of training 074 «Public management and administration».

Developer:
Ph.D., associate professor Halynska A.V. (_____)
signature

The working program is reviewed at the meeting of Department of management.

Report from «06» 09 2020 року № 12

Head of the Department of Management _____ **(Mykhailov A.M.)**
(signature) (name)

Agreed:

Guarantor of the educational program _____ (Sokolov M.O.

(signature) (name)

Dean of the Faculty of Economics and Management _____ (Strochenko N.I.)
(on which the discipline is taught) (signature)
(name)

Methodist of the Department of Education Quality,
licensing and accreditation _____ N. Baranik
(_____)

(signature) (name)

Registered in the electronic database: Date: 21.07. 2020 year

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1. Description of educational discipline

<table>
<tr><td rowspan="2">Name of indicators</td><td rowspan="2">Industry knowledge training direction, education and qualification level</td><td>Description of educational discipline</td></tr>
<tr><td>full-time students</td></tr>
<tr><td rowspan="2">Number of credits – 4</td><td>Field Knowledge:
07 «Public management and administration»</td><td rowspan="2">Selective</td></tr>
<tr><td>Specialty:
073 Management</td></tr>
<tr><td>Module - 2</td><td rowspan="6">EP «Administrative management »</td><td>Year of training:</td></tr>
<tr><td>Content modules: 4</td><td>2020-2021</td></tr>
<tr><td rowspan="5">Total hours - 120</td><td>Course</td></tr>
<tr><td>2</td></tr>
<tr><td>Semester</td></tr>
<tr><td>4 th</td></tr>
<tr><td rowspan="8">Weekly hours for full-time study: classroom – 2.44; independent work of the student – 2.56</td><td rowspan="8">Educational and qualification level: Master</td><td>Lectures</td></tr>
<tr><td>26 hours</td></tr>
<tr><td>Practical classes</td></tr>
<tr><td>26 hours</td></tr>
<tr><td>Independent work</td></tr>
<tr><td>68 hours</td></tr>
<tr><td>Individual tasks</td></tr>
<tr><td></td></tr>
<tr><td>Type of control:</td></tr>
<tr><td>Credit</td></tr>
</table>

Ratio of number of hours of classroom training for independent and individual work are:
for full-time students - __/__ (52/68)

2. The purpose and objectives of discipline

Purpose of the discipline is: formation of students' knowledge system of the theory and methodology of quality management principles of construction and operation of a quality management system, the study of legal, organizational and economic issues related to quality management.

The study of the discipline "Quality management" involves the formation of students' competencies:

№	Type of program competencies	Program competency	Code
	Integral		
1		Ability to solve complex problems and problems in the field of management or in the learning process, involving research and / or innovation under uncertain conditions and requirements	**IC1**
	General		
1		Ability to conduct research at the appropriate level	**GC1**
2		The ability to motivate people and move towards a common goal	**GC4**
3		Ability to generate new ideas (creativity)	**GC6**
4		Ability to abstract thinking, analysis and synthesis	**GC7**
	Professional (special)		
1		Ability to select and use management concepts, methods and tools, including in accordance with defined goals and international standards	**PC1**
2		Ability for self-development, lifelong learning and effective self-management	**PC3**
3		Ability to create and organize effective communications in the management process	**PC5**
4		Ability to develop projects, manage them, show initiative and entrepreneurship	**PC7**

2.3 Program learning outcomes

As a result of studying the discipline "Quality management" the student must be able to demonstrate the following learning outcomes:

№	Program learning outcomes	Code
1	Design effective management systems for organizations	PLO3
2	Substantiate and manage projects, generate business ideas	PLO4
3	Plan the activities of the organization in strategic and tactical sections	PLO5
4	Provide personal professional development and planning your own time	PLO11

5	Be able to determine the effectiveness of financial and investment projects	PLO15

3. The program of educational discipline

(Drawn up on the basis of the curriculum on discipline "Quality management", approved by the Scientific and Methodological Council of Economics and management Protocol No. 5 dated May 21, 2018).

Module 1. Basic problems of quality management

Theme 1. Background and History. Definition of Quality. Understanding Quality Management . Development of Quality Thinking.
Theme 2. Standards and models ISO 9000 Series Standards: history. ISO 9000 (2008): Principles and Content.
Theme 3. Self- assessment models of quality. The Deming Prize. The Malcolm Baldrigen National Quality Award. The European Foundation for Quality Excellence Award (EQA). Self Assessment Process
Theme 4. Customers. Customers and Quality: The Myths. Internal and External Customers. Requirements Gathering and Value Analysis
Theme 5. Leadership in Quality Management. Leadership Myths. Principles of Leadership for Quality.
Theme 6. Strategic quality management. Vision, Mission and Values. Strategic Objectives.

Module 2. Economy quality

Theme 7. Partnerships and resources. The 'Transactional' Supplier Relationship Model. The Supplier Partnership Model. Partnering Beyond the Supply Chain
Theme 8. People in quality management. Respect for the Individual. Empowerment, Motivation and Participation. Teamwork .
Theme 9. Ethics and corporate social responsibility. Introduction and Conceptual Foundations. Ethical Models
Theme 10. Service quality. The Dimensions of Service Quality. Measuring Service Quality. Service Quality Gaps.
Theme 11. Management groups in the organization. Types of groups. Types of social groups. Management groups in the organization.
Theme 12. Management and Leadership. Definition and general characteristics of management. Fundamentals of management: influence, leadership, power. Theories of leadership. Typology of leaders. Management and Leadership. Delegation of Authority.
Theme 13. Evaluating the effectiveness of quality management. The concept of efficiency. Factors of increase of efficiency. Economic, social and organization efficiency. The effectiveness of management. The concept of social responsibility.

4. The structure of educational discipline

Titles content modules and themes	Number of hours			
	Full-time education			
	Total	Including		
		L	P	Independent
1	2	3	4	5
Module 1 **Basic problems of quality management**				
Content module 1 Basic problems of quality management				
Theme 1. Background and History	9	2	2	5
Theme 2. Standards and models.	9	2	2	5
Theme 3. Self- assessment models of quality.	10	2	2	6
Total hours for content module 1	**28**	**6**	**6**	**16**
Content module 2 Theoretically aspects of quality management				
Theme 4 Customers	9	2	2	5
Theme 5 Leadership in Quality Management	9	2	2	5
Theme 6. Strategic quality management	10	2	2	6
Total hours for content module 2	**28**	**6**	**6**	**16**
Module 2 **Economy quality**				
Content module 3 People in quality management				
Theme 7 Partnerships and resources	9	2	2	5
Theme 8 People in quality management	9	2	2	5
Theme 9. Ethics and corporate social responsibility	10	2	2	6
Total hours for content module 3	**28**	**6**	**6**	**16**
Content module 4 Electronic documentation				

Theme 10. Service quality	9	2	2	5
Theme 11. Management groups in the organization	9	2	2	5
Theme 12. Management and Leadership	9	2	2	5
Theme 13. Evaluating the effectiveness of quality management.	9	2	2	5
Total hours for content module 4	**36**	**8**	**8**	**20**
Total discipline hours	**90**	**26**	**26**	**68**

5. Themes and plan of lectures

№	Name and contents of modules and their elements	Quantity of hours
1	Topic 1. Background and history 1. Definition of Quality 2. Understanding Quality Management 3. Development of Quality Thinking	2
2	Topic 2. Standards and models 1.ISO 9000 Series Standards: history 2.ISO 9000 (2008): Principles and Content	2
3	Topic 3. Self- assessment models of quality 1. The Deming Prize. The Malcolm Baldrige National Quality Award 2. The European Foundation for Quality Excellence Award (EQA) 3. Self Assessment Process	2
4	Topic 4. Customers 1. Customers and Quality: The Myths 2. Internal and External Customers 3. Requirements Gathering and Value Analysis	2
5	Topic 5. Leadership in Quality Management 1. Leadership Myths 2. Principles of Leadership for Quality	2
6	Topic 6. Strategic quality management 1. Vision, Mission and Values 2. Strategic Objectives	2
7	Topic 7. Partnerships and resources 1. The 'Transactional' Supplier Relationship Model 2. The Supplier Partnership Model 3. Partnering Beyond the Supply Chain	2
8	Topic 8. People in quality management 1. Respect for the Individual 2. Empowerment, Motivation and Participation	2

	3. Teamwork	
9	Topic 9. Ethics and corporate social responsibility 1. Introduction and Conceptual Foundations 2. Ethical Models	2
10	Topic 10. Service quality 1. The Dimensions of Service Quality 2. Measuring Service Quality 3. Service Quality Gaps	2
11	Topic 11. Motivation as a basic management function 1. Models of motivating. 2. Stimulation of labor: objectives, principles, types, forms.	2
12	Topic 12. Management groups in the organization. 1. Types of groups. 2. Types of social groups.	2
13	Topic 13. Information and communication management. 1. Information, its types and role in management. 2. The concept and role of communications. 3. The communication process components and process steps	2
Total		**26**

6. Themes of practical classes

№	Name and contents of modules and their elements	Quantity of hours
1	TERMINOLOGY STANDARDS IN QUALITY MANAGEMENT.KEY ISSUES QUALITY CONTROL.	2
2	INTERNATIONAL EXPERIENCE QUALITY MANAGEMENT.DOMESTIC EXPERIENCE QUALITY CONTROL.	2
3	THE BASIC CONCEPT OF TOTAL QUALITY MANAGEMENT.QUALITY MANAGEMENT SYSTEM.	2
4	QUALITY SYSTEM IN ISO 9000. STATISTICAL METHODS QUALITY CONTROL.	2
5	TOOLS QUALITY CONTROL AND QUALITY OF DEPLOYMENT PROCESS.ENTERPRISE QUALITY CERTIFICATION SYSTEMS.	2
6	COSTS OF QUALITY AND CLASSIFICATION.AUDIT QUALITY AND QUALITY AWARD.	2
7	PARTNERSHIPS AND RESOURCES.	2
8	PEOPLE IN QUALITY MANAGEMENT.	2
9	MODERN METHODS OF QUALITY MANAGEMENT.	2
10	APPLICATION OF LAWS PROTECTING THE RIGHTS OF CONSUMERS.	2
11	THE EFFECTIVENESS OF MANAGEMENT.	2

12	INFORMATION AND COMMUNICATION MANAGEMENT	2
13	MANAGEMENT AND LEADERSHIP	2
Total:		**26**

7. Independent work

№	Name and contents of modules and their elements	Quantity of hours
1	Development of Quality Thinking 1. The Craftsmanship Era (Up to 1900) 2. Standardization, Mass Production and Quality Assurance (1900 - 1930) 3. Quality Control Era (1930 - 1950) 4. The Total Quality Management (TQM) Era (1950 - 1970) 5. Standards and Awards (1970 – 1990) 6. Initiatives (1990 - present)	5
2	Theoretically aspects of quality management 1. Traditional Approaches 2. Human Resources' Mentality 3. Tangible Benefits	5
3	The Contribution of Dr. W. Edwards Deming 4. The main positions 5. The 14 Points 6. The Deadly Diseases 7. The System of Profound Knowledge	6
4	Leadership decision making 1. Biases 2. The Effective Use of Management Data	5
5	Processes 1. Definition of a Process 2. Production as a System 3. Business Processes(The Reality) 4. Process Control	5
6	Process capability 1. Understanding Process Capability 2. Capability and Customer Satisfaction 3. Managing Variation Reduction Using SPC	6
7	People in Quality Management 1. Developing People 2. Making Performance Appraisal Work Better	5
8	Learning, Change and Process Improvement 1. Process Improvement 2. Change and Change Management	5

9	Delivering service quality 1. Systems and Processes 2. Participation of people in the quality of service	6
10	Action to achieve transformation in quality management 1. Develop Improvement Projects 2. Communicate, Review, Diagnose and Revitalize. Critical Success Factors	5
11	Topic 11. Motivation as a basic management function 1. Models of motivating. 2. Stimulation of labor: objectives, principles, types, forms.	5
12	Topic 12. Management groups in the organization. 1. Types of groups. 2. Types of social groups.	5
13	Topic 13. Information and communication management. 1. Information, its types and role in management. 2. The concept and role of communications. 3. The communication process components and process steps	5
Total		**68**

8. Methods of teaching

- Organization and implementation of teaching and learning activities;
- Methods of stimulating learning activities;
- The methods of monitoring training

9. Methods of control

1. Rating control a 100-point scale assessment ECTS

2. Policretaria evaluation of the current work of students:

- Activity when discussing issues submitted to school;
- The results of the laboratory work and protection;
- Rapid control during classes;
- Independent study of the topic in general or specific issues;
- Implementation of analytical and computational tasks;
- Writing essays, essays, reports;
- test results;
- Writing assignments during tests

10. Distribution points that students get

Current testing and individual work					**Total for module and ind. work**	**Attestation**	**Total**
Module 1 - 35		**Module 2 - 35**		**Ind. work**			
Content module 1	**Content module 2**	**Content module 3**	**Content module 4**				
T 1-3	T 4-6	T 7-9	T 10-13	15	85	15	100
17	18	17	18		(70+15)		

11. Grading scale: national and ECTS

Total points for all the educational activities	Rating ECTS	Assessment of national scale	
		for exam, course project (work), practice	to offset
90 – 100	**A**	**Excellent**	Accepted
82-89	**B**	**Good**	
75-81	**C**		
69-74	**D**	**Satisfactory**	
60-68	**E**		
35-59	**FX**	**Poor** - need to work before you get a positive assessment	Not credited with the possibility of re-assembly
1-34	**F**	**Poor –** need to work seriously	Not credited with mandatory courses re-learning

12. Methodical Support

1. Kharchenko T.M. **“**Management. Lecture Notes: FOR INDIVIDUAL STUDY FOR STUDENTS OF 2-3 YEAR OF TRAINING DIRECTION 073 “MANAGEMENT”, 074 “PUBLIC ADMINISTRATION AND MANAGEMENT” FULL TIME AND DISTANCE LEARNING, Sumy, 2017 –78 p.
2. Kharchenko T.M. Management. Glossary.FOR INDIVIDUAL STUDY FOR STUDENTS OF 2-3 YEAR OF speciality 073 “MANAGEMENT”, 074 “PUBLIC ADMINISTRATION AND MANAGEMENT” FULL TIME AND DISTANCE LEARNING, Sumy, 2017 –14 p.
3. Kharchenko T.M.**WORKBOOK :** FOR PRACTICAL CLASSES FOR STUDENTS OF 2-3RD YEAR DIRECTION OF TRAINING 0306 "MANAGEMENT" SPECIALITY 6.050201 "MANAGEMENT", 6.050206 "INTERNATIONAL MANAGEMENT" FULL TIME AND DISTANCE LEARNING Sumy, 2016 –68 p.
4. Educational and methodical materials based on the MOODLE platform. URL: https://cdn.snau.edu.ua/moodle/course/view.php?id=3492

13. The educational literature:
Basic Literature

1. Kiran D.R., Total Quality Management, 1st Edition, Key Concepts and Case Studies. Butterworth-Heinemann, 2016. p. 580.
2. GOST 2925-94. Product quality. Assessment of quality. Terms and definitions.
3. Juran J. M. The Quality Trilogy. QP, ASQC. California. 2014 http://bookboon.com/en/quality-management-ebook
4. Kiran D.R. Total Quality Management 1st Edition Key Concepts and Case Studies Authors: eBook ISBN: 9780128110362 Paperback ISBN:

9780128110355 Imprint: Butterworth- Heinemann Published Date: 1st November 2016. p. 580

14. Information Resources

1. State Commission on Securities and Stock Market [Electronic resource]. –The mode of access: http://www.ssmsc.gov.ua.
2. State Committee of Statistics [Electronic resource]. –The mode of access: http://www.ukrstat.gov.ua.
3. The Cabinet of Ministers of Ukraine [Electronic resource]. –The mode of access: http://www.kmu.gov.ua.
4. The Ministry of Economy [Electronic resource]. –The mode of access: http://www.me.gov.ua.
5. The Ministry of Finance [Electronic resource]. –The mode of access: http://www.minfin.gov.ua.
6. Distance learning system "MOODLE" SNAU [Electronic resource]. URL: https://cdn.snau.edu.ua/moodle/course/view.php?id=3493