

**MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE
SUMY NATIONAL AGRARIAN UNIVERSITY**

Department of Management named by Professor L.I. Mykhailova

Faculty of Economics and Management

MODULE SYLLABUS


QUALITY MANAGEMENT


status is selective

It is implemented within the educational program **Management**
(name)

in the specialty 073 «Management»
(code, name)

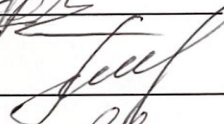
Qualification: at the first (bachelor) level of higher education

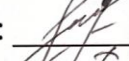
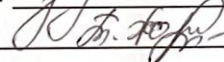
Author:  Tsebro Y.I. doctor of economics, associate professor, associate professor of the department of Management named after Professor L.I. Mykhailova

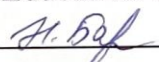
Module syllabus agreed at the Department of Management named by Professor L.I. Mykhailova (name of department)	protocol dated 18.06.2024 №17
	Head department <u></u> A.I. Oriekhova (surname, initials)

Approved by:

Guarantor of the Academic program  Nataliya STOYANETS

Dean of the Faculty  Marharyta LYSHENKO

Syllabus review (attached) is provided by :  (V. Tkachenko)
 (S. Chachenko)

Representative of the Department of Education Quality assurance, licensing and accreditation  (H. Bep)

Registered in electronic data base 18.06. 2024

@SNAU, 2024

1. MODULE OVERVIEW

	Title	Quality management		
	Faculty/Department	Economics and management / management		
	Type	selective		
	Program(s) to which module is attached	Educational and professional program "Management" in specialty 073 "Management"		
	OK can be offered for (to be completed for selective OKs)	For all specialties of the Faculty of Economics and Management		
	NRK level	National framework of qualifications of Ukraine – level 6, FQ-EHEA – first cycle, EQF-LLL – Level 6.		
	Semester and duration of study	7 nd semester, 18 weeks		
	Number of ECTS credits	5		
	Total workload and time allotment	Directed study		Self-directed study
		Lectures 30	Practical 30	Laboratory -
	Language of education	Ukrainian		
	Teacher/Coordinator of the educational component	Tsebro Y.I. Doctor of Economics, Associate Professor, Associate Professor of the Department of Management named after Professor L.I. Mykhailova		
11.1	Contact Information	Sumy, st. G. Kondratieva, 160, Faculty of Economics and Management, Department of Management named after Professor L.I. Mykhailova (room 303e); yanatsebro@gmail.com		
	General description of the educational component	intended for the study of the theoretical foundations of ensuring and managing the quality of technological processes at enterprises, state quality standards of DSTU and international ISOs, methods and approaches to quality assessment and management of the latter.		
	The purpose of the educational component	The formation of professional competences in the system of knowledge of the theory and methodology of quality management, principles of construction and functioning of quality management systems and the study of regulatory, legal, organizational and economic issues regarding quality management in the conditions of implementation of the provisions of the Concept of Sustainable Development		
	Prerequisites for studying OK, connection with other educational components of OP	<ol style="list-style-type: none"> 1. The educational component is based on Organization Management, Strategic Management 2. The educational component is the basis for industrial and pre-diploma practice 3. The educational component is incompatible with - none 		
	Policy of academic integrity	<p>The policy and principles of academic integrity are defined in the Code of Academic Integrity of SNAU</p> <p>"Academic Integrity" section on the University's website</p> <p>Attending classes is a mandatory component of the educational process. A student can receive points for classes that were missed for valid reasons. A completed task that is submitted for review without valid reasons is assessed with penalty points.</p> <p>Observance of academic integrity by students of education involves:</p> <p>Independent performance of educational tasks, tasks of current and final control of learning results;</p> <p>Links to sources of information in the case of using ideas, developments, statements, information;</p> <p>Compliance with the norms of the legislation on copyright and related rights; compliance with the principles and provisions of the Code of Ethics</p> <p>Providing reliable information about the results of one's own (scientific, creative) activities, used research methods and sources of information.</p>		

		For violations of academic integrity (plagiarism, falsification, writing off, cheating, etc.), students may be held academically responsible: retaking the assessment (test, exam, credit, etc.); repeating the corresponding educational component of the educational program; expulsion from the University. All written works are checked for plagiarism and accepted for defense with correct textual borrowings of no more than 25%. Copying during tests and exams is prohibited (including using mobile devices). Mobile devices are allowed to be used only during online testing
	Link to the course at the Moodle system	https://cdn.snau.edu.ua/moodle/course/view.php?id=2818

2. CORRELATION BETWEEN MODULE LEARNING OUTCOMES (MLOs) AND PROGRAM LEARNING OUTCOMES (PLOs)

MLOs: On successful completion of the module the learner will be able to:	How assessed
MLOs 1. Apply regulatory and legal support for quality management	Express surveys, discussions, tasks
MLOs 2. To have the methodology of analysis and planning related to quality management of products or services of any type and field of application	Express survey, discussions, solution of situational tasks
MLOs 3. Carry out measures to organize work on the development and implementation of quality management systems in accordance with the recommendations of international standards ISO 9000 series	Express survey, discussions, solution of situational tasks
MLOs 4. To be able to identify factors for improving the quality of products and ensuring their competitiveness	Express survey, discussions, solution of situational tasks
MLOs 5. Learn the algorithm of activities related to quality management	Express survey, discussions, solution of situational tasks
MLOs 6. The ability to effectively solve professional tasks with mandatory consideration of the requirements of regulatory documents, standards	Express survey, discussions, solution of situational tasks

3. MODULE INDICATIVE CONTENT

Topic. List of issues to be considered within the topic	Distribution within the general time budget			Learning resources
	Auditory work		Self-directed study	
	Lectures	Practicals		
Topic 1. Theoretical foundations of quality management 1. Quality management systems. Basic provisions and glossary of terms 2. The essence of product quality management as a type of activity 3. The nomenclature system of product quality indicators	2	2	10	Main sources: 1-3 Additional sources: 1-7 Software: 1, 2
Topic 2. The main problems of quality management 1. The problem of product quality at the	2	2	10	Main sources: 1-3 Additional sources: 1-7

current stage 2. Quality management at the enterprise level 3. Scientific foundations of product quality management from Deming to total quality management (TQM)				Software: 1, 2
Topic 3. International experience of quality management 1. The sequence of development of methods and approaches to quality management in the world 2. Characteristics of the stages of development of quality management and its improvement 3. Experience and peculiarities of quality management development in different countries of the world 4. Modern methods of quality management	2	2	10	Main sources: 1-3 Additional sources: 1-7 Software: 1, 2
Topic 4. Domestic experience of quality management 1. History of the development of the domestic quality management movement 2. Development of quality management in the country 3. Accounting for the requirements of the ISO 9000 series standards in domestic standards	4	4	10	Main sources: 1-3 Additional sources: 1-7 Software: 1, 2
Topic 5. The concept of total quality management 1. The main elements of the TQM strategy 2. Implementation of general quality management methods in Ukraine 3. Conditions for successful implementation of TQM 4. Western systems and the Japanese system of total quality management	4	4	10	Main sources: 1-3 Additional sources: 1-7 Software: 1, 2
Topic 6. Quality management systems 1. A systematic approach to the problem of product quality management. Principles and functions of product quality management systems 2. Product quality management mechanism 3. Methods and models of quality management systems 4. Implementation of the quality management system at Ukrainian enterprises	4	4	10	Main sources: 1-3 Additional sources: 1-7 Software: 1, 2
Topic 7. ISO 9000 series standards 1. General characteristics of ISO 9000 series standards 2. Evolution of the development of quality standards	4	4	10	Main sources: 1-3 Additional sources: 1-7 Software: 1, 2

3. Organization of work on the implementation of ISO 9000 series standards in management				
Topic 8. Quality management tools 1. Quality management tools. Construction and application procedure 2. Consumer requirements depending on the quality profile. Product quality planning	4	4	10	Main sources: 1-3 Additional sources: 1-7 Software: 1, 2
Topic 9. Certification of enterprise quality systems 1. Certification of quality systems in Ukraine 2. Activities of the Derzhspozhivstandard on certification of quality systems. Normative basis for certification of quality systems	4	4	10	Main sources: 1-3 Additional sources: 1-7 Software: 1, 2
In total	30	30	90	

4. TEACHING AND LEARNING METHODS

MLOs	Teaching methods (directed study)	Hours	Learning methods (self-directed study)	Hours
MLOs 1. Apply regulatory and legal support of quality management	Problem lecture, thematic discussion, analysis of specific production situations, solution of situational problems.	10	Independent work with the textbook, performance of individual tasks	15
MLOs 2. To have the methodology of analysis and planning related to quality management of products or services of any type and field of application;	Problem lecture, thematic discussion, analysis of specific production situations, solution of situational problems.	10	Independent work with the textbook, performance of individual tasks	15
MLOs 3. Carry out measures to organize work on the development and implementation of quality management systems in accordance with the recommendations of international standards ISO 9000 series	Problem lecture, thematic discussion, analysis of specific production situations, solution of situational problems.	10	Independent work with the textbook, performance of individual tasks	15
MLOs 4. To be able to identify factors for improving the quality of products and ensuring their competitiveness	Problem lecture, thematic discussion, analysis of specific production situations, solution of	10	Independent work with the textbook, performance of individual tasks	15

	situational problems.			
MLOs 5. Learn the algorithm of activities related to quality management	Problem lecture, thematic discussion, analysis of specific production situations, solution of situational problems.	10	Independent work with the textbook, performance of individual tasks	15
MLOs 6. The ability to effectively solve professional tasks with mandatory consideration of the requirements of regulatory documents, quality management standards	Problem lecture, thematic discussion, analysis of specific production situations, solution of situational problems.	10	Independent work with the textbook, performance of individual tasks	15

5. ASSESSMENT

5.2. Summative assessment

5.2.1. Intended learning outcomes methods:

N ^o	Summative assessment methods	Grades	Deadline
1	Module 1 – multiple choice test	40 points /40 %	According to the approved schedule
2	Module 2 – multiple choice test	30points /30%	According to the approved schedule
4	Presentation preparation	15 points /15 %	According to the approved schedule
6	Multiple choice test	15 points /15 %	At 15 weeks

5.1.1. Grading criteria

Summative assessment method	Unsatisfactory	Satisfactory	Good	Excellent
Multiple choice test	<20 points	20-25 points	25-30 points	31-40 points
	Less than 60% of correct answers	60% - 74% of correct answers	75% - 89% correct answers	90-100% correct answers
Multiple choice test	<10 points	10-14 points	15-20 points	21-30 points
	Less than 60% of correct answers	60% - 74% of correct answers	75% - 89% correct answers	90-100% correct answers
Presentation preparation	<9 points	9 – 10 points	11- 13 points	14 – 15 points
	Task requirements not met	Present research results in different ways	Present research results in an appropriate format	Present research results in a way that is most appropriate in certain circumstances, using different forms of information presentation
Multiple choice test	<9 points	9 – 10 points	11- 13 points	14 – 15 points
	Less than 60% of correct answers	60% - 74% of correct answers	75% - 89% correct answers	90-100% correct answers

5.1. Formative assessment:

To assess the current progress in learning and understand the directions for further improvement is provided

1	Verbal feedback from the teacher and students regarding performing individual calculation and analytical tasks	Within 2 weeks
2	Verbal feedback from the teacher and students	During the 9th week
3	Verbal feedback from the teacher and students regarding completion of an individual task	During the 11th week
4	Verbal feedback from the teacher and students regarding the implementation of the project (preparation, presentation, defense)	During the 12th week

LEARNING RESOURCES (LITERATURE)

6.1. Main sources

6.1.1. Textbooks, manuals

1. General quality management: a textbook / O. V. Nanka, R. V. Antoshchenkov, V. M. Kis, I. O. Listopad, N. I. Moiseeva, I. V. Halych, A. O. Nikiforov. Kharkiv: KhNTUSG, 2019. 205 p.
2. Salukhina N.G., Yazvinska O.M. Standardization and certification of goods and services: Textbook. K.: Education Center. lit., 2019. 426 p
3. Stankovska I.M. Business administration: Quality management: workshop. Ivano-Frankivsk: IFNTUNG, 2019. 74 p.

6.1.2. Methodical support

1. Tsebro Y.I., Dubovik S.G. Quality management. Synopsis of lectures for applicants of the first (bachelor) level of higher education in the field of knowledge 07, 05, 28, 12 full-time and extramural forms of study/ Dubovik S.G., Tsebro Y.I. Sumy, 2024. c.158
2. Educational and methodological materials on the Moodle platform <https://cdn.snau.edu.ua/moodle/course/view.php?id=3411>

6.1.3. Other sources

1. Belofastova O. Business continuity management: we apply ISO 22301:2019. Quality management. No. 12, 2022. P.12-21.
2. Danchenko O. B., Belova O. I., Safar Kh. Main aspects of quality management of trading enterprise. Scientific notes of the University "KROK", (2 (54), 2019. P.169–175.
Denisyuk O. G., Maidanovych V. V. Product quality management of the enterprise: theoretical aspects and principles of application. Economics, management and administration, (1(103), 2023. P.26–35. Site of the Ukrainian consulting and methodical certification center in ISO systems. URL: http://iso9001.kiev.ua/index_ua.html
4. Elguviri H. The role of quality management principles in the economic activity of the enterprise. Scientific notes of the University "KROK", (1 (57), 112–124. 2020. P.112-124.
5. Kyrychenko O. Key factors of the quality management system in ensuring the international competitiveness of the enterprise. Scientific notes of the University "KROK", (2(70), 2023. P.93–99.
6. Kovalchuk H. Implementation of the HACCP system at a food enterprise: we define management measures. Quality management. No. 6, 2024. P.54-65.
7. Lisnichenko T. Increasing customer satisfaction in accordance with DSTU ISO 9001. Quality management. No. 6, 2024. P.23-35.

6.2. Additional sources

1. The distance course "Quality Management in Organizations", which is placed in the Moodle software shell on the platform of the Distance Learning Center.
2. General software, which includes the Microsoft Office suite of software products.

6.3. Software

1. About confirmation of compliance. Law of Ukraine. URL: <http://www.rada.gov.ua>
2. About standards, technical regulations and conformity assessment procedures. Law of Ukraine. URL: <http://www.rada.gov.ua>
3. About standardization. Law of Ukraine. URL: <http://www.rada.gov.ua>
4. DSTU ISO 14001:2016 Environmental management system. Requirements and guidelines for application (ISO 14001:2004, IDT). URL: <http://www.uaq.org.ua/>

5. DSTU ISO 19011:2016 Guidelines for conducting audits of quality management systems and (or) environmental management (ISO 19011:2002, IDT). URL: <http://www.uaq.org.ua/>

6. DSTU ISO 9000:2016 Quality management systems. Basic provisions and glossary of terms (ISO 9000:2005, IDT). URL: <http://www.uaq.org.ua/>

8. DSTU ISO 9000-2001. Quality management systems. Basic provisions and vocabulary. URL: <http://omul.org/info/dstu/file/gost2905.htm>