

**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

Specialty	073 Management
Educational program	Management
Level of higher education	first (bachelor)

Sumy - 2026

Author:

Professor, Associate Professor
management named after Professor L.I. Mykhailova

Yana Tsebro, Phd, Associate
of the Department

Module syllabus agreed
at the Department of
Management named by
Professor
L.I. Mykhailova

Protocol № 15 dated 02.06.2026

Head of Management
Department named by
Professor L.I. Mykhailova

Alvina ORIEKHOVA

Approved by:

Guarantor of the Academic program Nataliya STOYANETS

Dean of the Faculty Svitlana LUKASH

Syllabus review (attached) is provided by : (Signature) (Signature)

Representative of the Department of Education Quality assurance,
licensing and accreditation Nadiya BARANIK

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Syllabus review data:

The academic year in which changes are made	The Academic program attachment number with changes description	Changes revised and approved		
		Minutes No and date of the department meeting	Head of Department	Guarantor of the Academic program

1. MODULE OVERVIEW

1	Title	Quality management		
2	Faculty/Department	Economics and management / management		
3	Type	selective		
4	Program(s) to which module is attached	-		
5	OK can be offered for (to be completed for selective OKs)	For all specialties of the Faculty of Economics and Management		
6	NRK level	National framework of qualifications of Ukraine – level 6, FQ-EHEA – first cycle, EQF-LLL – Level 6.		
7	Semester and duration of study	7 nd semester, 18 weeks		
8	Number of ECTS credits	5		
9	Total workload and time allotment	Directed study		
		Lectures 30/10	Practical 30/10	Laboratory - 90/130
10	Language of education	Ukrainian		
11	Teacher/Coordinator of the educational component	Tsebro Y.I. PhD, Associate Professor, Associate Professor of the Department of Management named after Professor L.I. Mykhailova		
12	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		
13	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.		
14	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		
15	Prerequisites for studying OK, connection with other educational components of OP	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		
16	Policy of academic integrity	The policy and principles of academic integrity are defined in the Code of Academic Integrity of SNAU "Academic Integrity" section on the University's website 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. Observance of academic integrity by students of education involves: Independent performance of educational tasks, tasks of current and final control of learning results; Links to sources of information in the case of using ideas, developments, statements, information; Compliance with the norms of the legislation on copyright and related rights; compliance with the principles and provisions of		

		the Code of Ethics Providing reliable information about the results of one's own (scientific, creative) activities, used research methods and sources of information. 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
17	Link to the course at the Moodle system	https://cdn.snau.edu.ua/moodle/course/view.php?id=2818
18	Keywords	quality, management, economic issues, competitiveness, quality indicators, efficiency

2. 2. LEARNING OUTCOMES FOR THE EDUCATIONAL COMPONENT AND THEIR RELATIONSHIP WITH THE PROGRAM LEARNING OUTCOMES

LOEC: On successful completion of the module the learner will be able to:	How assessed
LOEC 1. Apply regulatory and legal support for quality management	Express surveys, discussions, tasks
LOEC 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
LOEC 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
LOEC 4. To be able to identify factors for improving the quality of products and ensuring their competitiveness	Express survey, discussions, solution of situational tasks
LOEC 5. Learn the algorithm of activities related to quality management	Express survey, discussions, solution of situational tasks
LOEC 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/-	15	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 current stage 2. Quality management at the enterprise level 3. Scientific foundations of product quality management from Deming to total quality management (TQM)	2/-	2/-	15	Main sources: 1-3 Additional sources: 1-7 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	2/1	2/1	14	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	4/1	4/1	14	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	4/2	4/2	15	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	4/2	4/2	15	Main sources: 1-3 Additional sources: 1-7

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				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 3. Organization of work on the implementation of ISO 9000 series standards in management	4/2	4/2	14	Main sources: 1-3 Additional sources: 1-7 Software: 1, 2
Topic 8.Quality management tools 1. Quality management tools. Construction and application procedure 2. Consumer requirements depending on the quality profile. Product quality planning	4/1	4/1	14	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	4/1	4/1	14	Main sources: 1-3 Additional sources: 1-7 Software: 1, 2
In total	30/10	30/10	90/130	

4. TEACHING AND LEARNING METHODS

LOEC	Teaching methods (directed study)	Hours	Learning methods (self-directed study)	Hours
LOEC 1. Apply regulatory and legal support of quality management	Problem lecture, thematic discussion, analysis of specific production situations, solution of situational problems.	10/3	Independent work with the textbook, performance of individual tasks	15/21
LOEC 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.	10/3	Independent work with the textbook, performance of individual tasks	15/21
LOEC 3. Carry out	Problem lecture,	10/4	Independent work	15/22

measures to organize work on the development and implementation of quality management systems in accordance with the recommendations of international standards ISO 9000 series	thematic discussion, analysis of specific production situations, solution of situational problems.		with the textbook, performance of individual tasks	
LOEC 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 situational problems.	10/4	Independent work with the textbook, performance of individual tasks	15/22
LOEC 5. Learn the algorithm of activities related to quality management	Problem lecture, thematic discussion, analysis of specific production situations, solution of situational problems.	10/4	Independent work with the textbook, performance of individual tasks	15/22
LOEC 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.	10/2	Independent work with the textbook, performance of individual tasks	15/22

5. ASSESSMENT

5.1. Summative assessment

5.1.1. Intended learning outcomes methods:

No	Methods of summative assessment	Points/Weight in overall evaluation	Compilation date
1.	Discussions	10 points/10%	each practical session
2.	Express survey	20 points/20%	each practical session
3.	Performing tasks	55 points/55%	each practical session
4.	Testing	15 points/15%	6th week
5.	Всего	100 points/100%	

5.1.2. Grading criteria

Component	Unsatisfactorily	Satisfactorily	Fine	Perfectly
Solving situational problems with further justification	<6 points Task requirements not met	6-8 points Most requirements are met, but individual components are missing or insufficiently disclosed, there is no analysis of other approaches to the issue	8-10 points All task requirements met	10-15 points Fulfilled all requirements of the task, demonstrated creativity, thoughtfulness, proposed own solution to the problem
Multiple choice test	<6 points <12 correct answers	6-7 points 12-14 correct answers	7-9 points 14-18 correct answers	9-10 points 18-20 correct answers
Individual assignment (preparation, presentation, defense)	<6 points Requirements regarding the task not completed	7-10 points Majority requirements are met, but individual components are missing or insufficiently disclosed, there is no analysis of other approaches to the issue	11-13 points All requirements of the task have been fulfilled	14-15 points All the requirements of the task were fulfilled, creativity and thoughtfulness were demonstrated, and an own solution to the problem was proposed
Multiple choice test	<6 points <6 faithful answers	7-10 points 7-10 faithful answers	11-13 points 11-13 faithful answers	14-15 points 14-15 faithful answers

5.2. Formative assessment:

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

Elements of regulatory assessment	Date
Teacher's instructions during practical classes	at every lesson
Oral survey	at every lesson
Observation of the progress of solving tasks, discussion and oral comments from the teacher	at every lesson
Solving situational problems	at every lesson
Monitoring task performance	at every lesson
Checking tests and discussing test results	after testing according to schedule

6. 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", <https://cdn.snau.edu.ua/moodle/course/view.php?id=3492>
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>

Developed by a teacher of the Department of Management named after professor
L.I. Mykhaylova Tsebro Y.I.

Parameter by which the work program (syllabus) of the educational component is evaluated by the guarantor or a member of the project team	Yes	No	Comment
Learning outcomes by educational component (LOEC) correspond to the EK			
Learning outcomes by educational component (LOEC) correspond to the provided PLOs (for compulsory)			
Learning outcomes in the educational component provide an opportunity to measure and assess the level of their achievement			

Member of the project group EP _____
(name) (surname) (signature)

The parameter by which the working program (syllabus) of the educational component is evaluated by the teacher of the relevant department	Yes	No	Comment
General information about the educational component is sufficient			
Learning outcomes by educational component (LOEC) correspond to the EK			
Learning outcomes by educational component (LOEC) provide an opportunity to measure and assess the level of their achievement			
Learning outcomes (LOEC) relate to the competencies of students, not the content of the discipline (contain knowledge, skills, abilities, not topics of the curriculum of the discipline)			
The content of the EK is formed in accordance with the structural and logical scheme			
Learning activity (teaching and learning methods) allows students to achieve expected learning outcomes (LOEC)			
The educational component involves learning through research that is appropriate and sufficient for the appropriate level of higher education			
The assessment strategy within the educational component is in line with the policy of the University / faculty			
The provided assessment methods allow to assess the degree of achievement of learning outcomes in the educational component			
The workload of students is adequate to the volume of the educational component			
Recommended learning resources are sufficient to achieve learning outcomes (LOEC)			
The literature is relevant			
The list of training resources contains the necessary software products to achieve LOEC			

Reviewer (lecturer of the department) _____
(name) (surname) (signature)