



Меѓународен Универзитет Визион - International Vision University
 Universiteti Ndërkombëtar Vizion - Uluslararası Vizyon Üniversitesi

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SYLLABUS

COURSE NAME	COURSE CODE	SEMESTER	COURSE LOAD	ECTS
QUALITY MANAGEMENT SYSTEMS	PSY4015	VIII	150	5

Prerequisite(s)	None
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Course Language	Macedonian, Turkish, English
Course Type	Required
Course Level	First Cycle
Course Lecturer	
Course Assistants	
Classroom	
Extra-Curricular Office Hours and Location	Meeting: Consultancy:

Course Objectives	This course aims to introduce the quality management system with the understanding of continuous development and improvement in the public administration and to gain the ability to organize the scope and recognition of the approaches, methods and practices necessary for gaining of this understanding to the application.
Course Contents	Contents of the course include concept and development of quality, global competition and new management paradigms, the objectives and principles of quality management systems, Total quality management philosophy and principles, Differences between total quality management and classical management, Total quality management practices, process management, Total organizations quality management models in public organizations and total quality management practices in the world.

WEEKLY SUBJECTS AND RELATED PREPARATION STUDIES

Week	Subjects	Related Preparation
1	Quality Concept	Related Chapters of Course Sources
2	The Concept of Quality and Standardization-Standard	Related Chapters of Course Sources
3	The Importance of Manufacturing and Service Sector Standard	Related Chapters of Course Sources
4	Management Quality and Standards	Related Chapters of Course Sources
5	Management Quality and Standards	Related Chapters of Course Sources
6	Environmental Standards	Related Chapters of Course Sources
7	Mid term exam	Related Chapters of Course Sources
8	Quality Management System Models	Related Chapters of Course Sources
9	Strategic Management	Related Chapters of Course Sources
10	Participate to Manegement	Related Chapters of Course Sources
11	Process Management System	Related Chapters of Course Sources
12	Resource Management System	Related Chapters of Course Sources
13	EFQM Excellence Model	Related Chapters of Course Sources
14	General discussion	Related Chapters of Course Sources
15	Exam	All Chapters of Course Sources

ECTS / WORKLOAD TABLE

Presentation / Seminar			
Hours for off-the-classroom study (Pre-study, practice)	14	3	42
Midterm Exam	1	12	12
Exam	1	14	14
Total Work Load			
ECTS		5	

GENERAL PRINCIPLE RELATED WITH COURSE

Dear students,

In order to be included, learn and achieve full success that you deserve in the courses you need to come well prepared by reading the basic and secondary textbooks. We are expecting from you carefully to obey to the course hours, not to interrupt the lessons unless is very indispensable, to be an active participant on the courses, easily to communicate with the other professor and classmates, and to be interactive by participating to the class discussions. In case of unethical behavior both in courses or on exams, will be acting in framework of the relevant regulations. The attendance of the students will be checked in the beginning, in the middle or at the end of the lessons. Throughout the semester the students who attend to all lectures will be given 15 activity-attendance points in addition to their exam grades.

LITERATURE

COMPULSORY LITERATURE				
No	Author's Name	Name of the book	Publishing House	Publication Year
1	H. Baki Buzlu	Kalite Yönetim Sistemleri	Zeus Kitabevi	2013
2	В. Дуковски	Менаџмент на квалитетот	УКИМ Машински факултет- Скопје	2003
3	A. Cianfrani, J. E. (Jack)	West ISO 9001:2015 Explained, Fourth Edition	ASQ Quality Press	2015

ADDITIONAL LITERATURE				
No	Author's Name	Name of the book	Publishing House	Publication Year
1	Muharrem Tuna	Kalite Yönetim Sistemleri	Detay Yayıncılık	2012
2	MKC EN ISO	MKC EN ISO 9000: 2015, Системи за менаџмент со квалитет- Основи и речник.	ISO	2015
3	ISO	ISO 14001: 2015, Environmental management systems- Requirements with guidance for use.	ISO	2015

EVALUATION SYSTEM

Underlying the Assessment Studies	NUMBER	PERCENTAGE OF GRADE
Attendance/Participation	15	%20
Project / Event	1	%10
Mid-Term Exam	1	%35
Mid-Term Exam	1	%35
TOTAL	17	%100

ETHICAL CODE OF THE UNIVERSITY

In case of the students are cheating or attempt to cheat on exams, and in the case of not to reference the sources used in seminar studies, assignments, projects and presentations, in accordance to the legislations of the Ministry of Education and Science of Republic of Macedonia and International Vision University, will be applied the relevant disciplinary rules. International Vision University students are expected never to attempt to this kind of behavior.