

**SYLLABUS**  
**Quality Management**

**1. Information on academic programme**

1.1. University	<b>"1 Decembrie 1918" University of Alba Iulia</b>
1.2. Faculty	<b>Faculty of Economics</b>
1.3. Department	<b>Business Administration and Marketing</b>
1.4. Field of Study	<b>Business Administration</b>
1.5. Cycle of Study	<b>Undergraduate</b>
1.6. Academic programme / Qualification	<b>Business Administration/ 242102 Process improvement specialist, 242104 Process manager, 242110 Economic performance planning, control and reporting specialist</b>

**2. Information of Course Matter**

2.1. Course		<b>Quality Management</b>			2.2. Code		<b>BA 216.3</b>
2.3. Course Leader/ Seminar Tutor			Dragolea Larisa-Loredana				
2.4. Seminar Tutor			Dragolea Larisa-Loredana				
2.5. Academic Year	<b>II</b>	2.6. Semester	<b>I</b>	2.7. Type of Evaluation (E – final exam/C-examination /VP)	<b>E</b>	2.8. Type of course (C– Compulsory, Op – optional, F - Facultative)	<b>Op</b>

**3. Course Structure (Weekly number of hours)**

3.1. Weekly number of hours	<b>3</b>	3.2. course	<b>2</b>	3.3. seminar, laboratory	<b>1</b>
3.4. Total number of hours in the curriculum	<b>42</b>	3.5. course	<b>28</b>	3.6. seminar, laboratory	<b>14</b>
Allocation of time:					hours
Individual study of readers					<b>30</b>
Documentation (library)					<b>14</b>
Home assignments, Essays, Portfolios					<b>12</b>
Tutorials					-
Assessment (examinations)					<b>2</b>
Other activities.....					-

3.7 Total number of hours for individual study	<b>58</b>
3.9 Total number of hours per semester	<b>100</b>
3.10 Number of credits	<b>4</b>

#### 4. Prerequisites (where applicable)

4.1. about curriculum	<i>Courses from previous semesters: eg. Management</i>
4.2. about competences	<i>Competences provided by the above mentioned courses, eg: Organisation structure, Human resources management</i>

#### 5. Requisites (where applicable)

5.1. course-related	Classroom with video projector / board
5.2. seminar/laboratory-based	Classroom with video projector board

#### 6. Specific competences to be acquired (chosen by the course leader from the programme general competences grid)

Professional competences	<p>C1. Knowledge and understanding of the fundamental concepts, theories and methods in the field and specialty area; adequate use in professional communication;</p> <p>C1.1. Description of the economic paradigms, concepts and theories about the influence of external environment on enterprise/organization</p> <p>C2.1. Identification of the concepts and economic theories associated to the enterprise</p> <p>C3.1. Identification of the economic implications associated to the enterprise/organisation unit functioning and administration</p> <p>C4.1. Identification and description of the concepts of planning, organization, coordination and control of human resource activity</p> <p>C5.1. Description of the concepts, theories and methodologies for database administration specific to the field of business administration</p> <p>C2. Use of the fundamental knowledge in order to explain and interpret various types of concepts, situations, processes, projects, etc. associated to the field</p> <p>C1.2. Explanation and interpretation of the relation of economic influence exerted by the external environment on enterprise/organization</p> <p>C2.2. The explanation and interpretation of the relations between the entities of an enterprise/organization</p> <p>C3.2. Explanation and interpretation of the social and economic implications associated to the enterprise/organization unit functioning and administration</p> <p>C4.2. Explanation and interpretation of the concepts of planning, organization, coordination and control in human resource activity</p> <p>C5.2. Quantitative and qualitative explanation and interpretation of the information from databases</p> <p>C3. Application of fundamental problem solving methods and principles for well defined, typical situations in the field, with qualified assistance</p> <p>C1.3. Application of adequate tools for the analysis of the influence of external environment on enterprise/organization</p> <p>C2.3. Application of adequate tools in solving problems about the relations between the enterprise/organization units</p> <p>C3.3. Application of specific tools for the analysis of the enterprise/organization unit functioning</p> <p>C4.3. Problem solving matters/ the solving process for specific situations in human resource activity: recruitment, selection, motivation, salary, work program, forming</p> <p>C5.3. Application of adequate tools for specific data analysis in the field of business administration</p> <p>C.4. Adequate use of standard assessment methods and criteria with a view to establishing the quality, merit, and limits of various processes, programs, projects, concepts, methods and theories</p> <p>C1.4. Critical and constructive assessment of the explanation and/or problem solving situations related to the economic influence of the external environment on enterprise/ organization</p> <p>C2.4. Critical and constructive assessment of the explanation and/or problem solving situations related to the enterprise/organization functioning</p> <p>C3.4. Critical and constructive assessment of the explanation and/or problem solving situations related to the enterprise/organization unit functioning and administration</p> <p>C4.4. Estimation about the human resource needed for with the enterprise/organization activity volume and efficacy</p> <p>C5.4. Critical and constructive assessment of the tools needed for data processing and analysis</p>
Transversal competences	-

## 7. Course objectives (as per the programme specific competences grid)

7.1 General objectives of the course	<i>To develop the student's capacity to employ quality management instruments in a correct and efficient way</i>
7.2 Specific objectives of the course	<ul style="list-style-type: none"> <li>- <i>to transmit to the students the theoretical and methodological fundamentals of the quality management</i></li> <li>- <i>to present the concepts, relations, techniques, and procedures specific to quality management</i></li> <li>- <i>to form practical skills and work abilities specific to the adequate and systematic use of instruments in the field of quality management</i></li> <li>- <i>to ensure the minimum volume of knowledge in the field of quality management;</i></li> <li>- <i>to form the students' economic and managerial thinking;</i></li> <li>- <i>to transmit to the students the fundamental methodological, theoretical and practical elements in the field of quality management;</i></li> <li>- <i>to plan and carry out a Quality Management System (QMS);</i></li> <li>- <i>to design a QMS; to continuously maintain and improve the QMS;</i></li> <li>- <i>to use quality management methods and instruments.</i></li> </ul>

## 8. Course contents

8.1 Course	Teaching methods	Observations
1. <i>Quality - concept, implications</i>	<i>Lecture, presentation, discussions</i>	<b>2 hours</b>
2. <i>. Theoretical fundamentals of quality management</i>	<i>Lecture, presentation, discussions</i>	<b>2 hours</b>
3. <i>Modern techniques and instruments of quality management</i>	<i>Lecture, presentation, discussions</i>	<b>4 hours</b>
4. <i>Total quality management</i>	<i>Lecture, presentation, discussions</i>	<b>4 hours</b>
5. <i>Analysis of the organisational change and general development stages of TQM in small and medium enterprises</i>	<i>Lecture, presentation, discussions</i>	<b>2 hours</b>
6. <i>ATQM implementation patterns in Romania</i>	<i>Lecture, presentation, discussions</i>	<b>2 hours</b>
7. <i>. Quality planning</i>	<i>Lecture, presentation, discussions</i>	<b>4 hours</b>
8. <i>Quality control</i>	<i>Lecture, presentation, discussions</i>	<b>2 hours</b>
9. <i>Quality costs or costs about quality</i>	<i>Lecture, presentation, discussions</i>	<b>4 hours</b>
10. <i>Quality management design and implementation</i>	<i>Lecture, presentation, discussions</i>	<b>2 hours</b>
<b>8.2 Bibliography</b>		
<ol style="list-style-type: none"> <li>1. Dragolea Larisa, Managementul calității, Suport de curs (format electronic), Biblioteca Universității „1 Decembrie 1918” din Alba Iulia;</li> <li>2. Hinescu, A., Onețiu, Gh., Managementul total al calității, Editura Aeternitas, Alba Iulia, 2004;</li> <li>3. OLARU, Marieta; ISAIC-MANIU, Alexandru; LEFTER, Viorel, TEHNICI SI INSTRUMENTE UTILIZATE IN MANAGEMENTUL CALITATII, BUCURESTI:ECONOMICA,2000;</li> <li>4. POPESCU BOGDANESTI, Cristian , CALITATEA MEDIULUI DE AFACERI: OPORTUNITATI SI OBSTACOLE LEGISLATIVE, BUCURESTI:TRIBUNA ECONOMICA,2002;</li> <li>5. RUSU, Corneliu (Coord); DUMITRESCU, Mihail; PLESOIANU, George, CALITATEA MANAGEMENTULUI FIRMEI: Evaluare</li> </ol>		

- si interpretare Ed. Economica, Bucuresti, 2008;
6. \*\*\*CARTEA AUDITULUI DE CALITATE IN DOMENIUL SERVICIILOR CONTABILE: Regulamentul privind auditul de calitate in domeniul serviciilor contabile. Norme privind certificarea atestarii auditului de calitate in domeniul serviciilor contabile. Ghidul auditorului de calitate in domeniul serviciilor contabile CECCAR, Bucuresti, 2012;
  7. \*\*\*MANUAL DE STANDARDE INTERNATIONALE DE AUDIT SI CONTROL DE CALITATE: AUDIT FINANCIAR 2009, Ed. IRECSO, 2009; \*\*\*Revista Calitatea Acces la success (disponibila on-line la srac.ro.calitatea) ; \*\*\*SREN ISO 9001:2001, Sisteme de management al calitatii, Cerinta.

<b>Seminar-lab</b>		
<b>1. Quality - concept, implications</b>	Conversation, Examples, Team work, Role playing	2 hours
<b>2. Modern techniques and instruments of quality management</b>	Conversation, Examples, Team work, Role playing	2 hours
<b>3. Total quality management</b>	Conversation, Examples, Team work, Role playing	2 hours
<b>4. ATQM implementation patterns in Romania</b>	Conversation, Examples, Team work, Role playing	2 hours
<b>5. Quality planning</b>	Conversation, Examples, Team work, Role playing	2 hours
<b>6. Quality control</b>	Conversation, Examples, Team work, Role playing	2 hours
<b>7. Quality costs or costs about quality</b>	Conversation, Examples, Team work, Role playing	2 hours

### 8. Bibliography

1. BILL; RICHARDSON, ROY, BUSINESS PLANNING AN APPROACH TO STRATEGIC MANAGEMENT, RICHARDSON, S.L.:PITMAN,1989
2. DRAGOLEA, L.; DIACONESCU, D. A. ,EDUCATIONAL QUALITY MANAGEMENT, GLIWICE:POLISH ASSOCIATION OF INFORMATION SOCIETY,2012
3. JENNINGS, MARIANNE MOODY,BUSINESS: ITS LEGAL, ETHICAL AND GLOBAL ENVIRONMENT, S.L.:WEST PUBLISHING COMPANY,2000
4. \*\*\*, S.L.:MCGRAW-HILL BOOK COMPANY,S.A QUANTITATIVE METHODS FOR MANAGEMENT DECISIONS,
5. STEINER, GEORGE A, TOP MANAGEMENT PLANNING, LONDON:THE MACMILLAN COMPANY,1969
6. \*\*\*, CZESTOCHOWA:WYDAWNICTWA POLITECHNIKI, 2010TOURISM, QUALITY & MANAGEMENT: CHALLENGES FOR DEVELOPEMENT AND SUSTAINABILITY

### 9. Corroboration of course contents with the expectations of the epistemic community's significant representatives, professional associations and employers in the field of the academic programme

*The course content is adapted to the present legislative framework and might contribute to the formation of specialists in the field of supply. The course content corresponds to the employees' current practical needs.*

### 10. Assessment

Type of activity	10.1 Assessment criteria	10.2 Assessment methods	10.3 Weight of the final grade
10.4 Course	<i>Final evaluation</i>	<i>Written paper</i>	70%
	-	-	-
10.5 Seminar	<i>Continuous assessment</i>	<i>Laboratory activities portfolio</i>	30%
	-	-	-

10.6 Minimum performance standard: Obtaining minimum 5 (five).

*C 1. Knowledge and understanding of the fundamental concepts, theories and methods in the field and speciality area;  
C5. Drawing up professional projects with methods and principles acknowledged in the field.*

Fill in date

Course titular's signature,  
PhD Assoc.Prof. Dragolea Larisa-Loredana

Seminar titular's signature,  
PhD Assoc.Prof. Dragolea Larisa-Loredana

Approval date in departament  
4.09.2019

Department director's signature,  
PhD Assoc.Prof. Gavrilă-Paven Ionela