

SYLLABUS

1. Information on academic programme

1.1. Education unit	"1 Decembrie 1918"
1.2. Faculty	Faculty Of Sciences
1.3. Departament	Economic Science and Business Administration
1.4. Field of study	Business Administration
1.5. Cycle of Study	undergraduate
1.6. Academic programme / Qualification	Business Administration

2. Information of Course Matter

2.1. Course		QUALITY MANAGEMENT		2.2. Code		BA216.3	
2.3. Course Leader				Dragolea Larisa			
2.4. Seminar Tutor				Maican Silvia			
2.5. Academic Year	II	2.6. Semester	I	2.7. Type of Evaluation (E – final exam/C-examination /VP)	Vp	2.8. Type of course (C– Compulsory, Op – optional, F - Facultative)	Op

3. Course Structure (Weekly number of hours)

3.1. Weekly number of hours	3	3.2. course	2	3.3. seminar, laboratory	1
3.4. Total number of hours in the curriculum	42	3.5. course	28	3.6. seminar, laboratory	14
Allocation of time					hours
Individual study of readers					30
Documentation (library)					27
Home assignments, Essays, Portfolios					37
Tutorial					-
Assessment (examinations)					2
Other activities.....					-

3.7 Total number of hours for individual study	96
3.8 Total number of hours in the curriculum	42
3.9 Total number of hours per semester	138
3.10 Number of ECTS	4

4. Prerequisites (where applicable)

4.1. curriculum-based	<i>1. Management – AA 114</i>
4.2. competence-based	

5. Requisites (where applicable)

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

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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>C4. 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"> - <i>to transmit to the students the theoretical and methodological fundamentals of the quality management</i> - <i>to present the concepts, relations, techniques, and procedures specific to quality management</i> - <i>to form practical skills and work abilities specific to the adequate and systematic use of instruments in the field of quality management</i> - <i>to ensure the minimum volume of knowledge in the field of</i>

	<p><i>quality management;</i></p> <ul style="list-style-type: none"> - <i>to form the students' economic and managerial thinking;</i> - <i>to transmit to the students the fundamental methodological, theoretical and practical elements in the field of quality management;</i> - <i>to plan and carry out a Quality Management System (QMS);</i> - <i>to design a QMS; to continuously maintain and improve the QMS;</i> - <i>to use quality management methods and instruments.</i> -
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8. Course contents

8.1 Course (learning units)	Teaching methods	Remarks
<i>1. Quality - concept, implications</i>	<i>Lecture, discussions</i>	
<i>2. Theoretical fundamentals of quality management</i>	<i>Lecture, discussions</i>	
<i>3. Modern techniques and instruments of quality management</i>	<i>Lecture, discussions</i>	
<i>4. Total quality management</i>	<i>Lecture, discussions</i>	
<i>5. Analysis of the organisational change and general development stages of TQM in small and medium enterprises</i>	<i>Lecture, discussions</i>	
<i>6. ATQM implementation patterns in Romania</i>	<i>Lecture, discussions</i>	
<i>7. Quality planning</i>	<i>Lecture, discussions</i>	
<i>8. Quality control</i>	<i>Lecture, discussions</i>	
<i>9. Quality costs or costs about quality</i>	<i>Lecture, discussions</i>	
<i>10. Quality management design and implementation</i>	<i>Lecture, discussions</i>	
8.2 References		
<ol style="list-style-type: none"> 1. BARG, ST., SWANSON, D., VENEMA, H.D., VALUING CHANGES IN ENVIRONMENTAL INDICATORS, IISD, 2005. 2. CIUREA, S., DRĂGULĂNESCU, N., MANUALUL CALITĂȚII TOTALE –STANDARDELE ISO 9004COMENTATE, BUCUREȘTI,EDITURA ECONOMICĂ, 2003. 3. CONSTANTINESCU, L.M., MANAGEMENTUL CALITĂȚII TOTALE, EDITURA BIBLIOTHECA, TÎRGOVIȘTE, 2006. 4. DRĂGULĂNESCU, N., DE LA CALITATEA CONTROLATĂ LA CALITATEA TOTALĂ, EDITURA ALTERNATIVE, BUCUREȘTI, 1996; 5. HINESCU, A., ONEȚIU, GH., MANAGEMENTUL TOTAL AL CALITĂȚII, EDITURA AETERNITAS, ALBA IULIA, 2004; 6. HINESCU, A., Ș.A., MANAGEMENTUL CALITĂȚII, EDITURA AETERNITAS, ALBA IULIA, 2003; 7. OLARU, M., (COORD.), MANAGEMENTUL CALITĂȚII.TEHNICI ȘI INSTRUMENTE, EDITURA ASE, BUCUREȘTI, 1999; 8. BILL; RICHARDSON, ROY, BUSINESS PLANNING AN APPROACH TO STRATEGIC MANAGEMENT, RICHARDSON, S.L.:PITMAN,1989 9. DRAGOLEA, L.; DIACONESCU, D. A. ,EDUCATIONAL QUALITY MANAGEMENT, GLIWICE:POLISH ASSOCIATION OF INFORMATION SOCIETY,2012 10. JENNINGS, MARIANNE MOODY,BUSINESS: ITS LEGAL, ETHICAL AND GLOBAL ENVIRONMENT, S.L.:WEST PUBLISHING COMPANY,2000 11. ***, S.L.:MCGRAW-HILL BOOK COMPANY,S.A QUANTITATIVE METHODS FOR MANAGEMENT DECISIONS, 12. STEINER, GEORGE A, TOP MANAGEMENT PLANNING, LONDON:THE MACMILLAN COMPANY,1969 13. ***, CZESTOCHOWA:WYDAWNICTWA POLITECHNIKI, 2010TOURISM, QUALITY & MANAGEMENT: CHALLENGES FOR DEVELOPEMENT AND SUSTAINABILITY, 14. ***SREN ISO 10005:1999. MANAGEMENTUL CALITĂȚII. GHID PENTRU PLANURILE CALITĂȚII. 15. ***SREN ISO 9001:2001, SISTEME DE MANAGEMENT AL CALITĂȚII, CERINȚE; 		
Seminars-laboratories		

1. Quality - concept, implications	Conversation Exemplification	
2. Modern techniques and instruments of quality management	Conversation Exemplification	
3. Total quality management	Conversation Exemplification	
4. ATQM implementation patterns in Romania	Conversation Exemplification	
5. Quality planning	Exemplification	
6. Quality control	Conversation Exemplification	
7. Quality costs or costs about quality	Conversation Exemplification	

References

1. Barg, St., Swanson, D., Venema, H.D., *Valuing Changes in Environmental Indicators*, IISD, 2005.
2. Ciurea, S., Drăgulănescu., N., *Manualul calității totale –standardele ISO 9004comentate*, București, Editura Economică, 2003.
3. CODECS- The Open University Business School, Suport de curs, Modulul I-Cunoașterea Performanței, Editura CODECS, București, 2002.
4. Constantinescu, L.M., *Managementul calității totale*, Editura Bibliotheca, Tîrgoviște, 2006.
5. Drăgulănescu, N., *De la calitatea controlată la calitatea totală*, Editura Alternative, București, 1996;
6. Hinescu, A., Onețiu, Gh., *Managementul total al calității*, Editura Aeternitas, Alba Iulia, 2004;
7. Hinescu, A., ș.a., *Managementul calității*, Editura Aeternitas, Alba Iulia, 2003;
8. Olaru, M., (coord.), *Managementul calității. Tehnici și instrumente*, Editura ASE, București, 1999;
9. ***SREN ISO 10005:1999. *Managementul calității. Ghid pentru planurile calității*.
10. ***SREN ISO 9001:2001, *Sisteme de management al calității*, Cerințe;

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

Activity	10.1 Evaluation criteria	10.2 Evaluation methods	10.3 Percentage of final grade
10.4 Course	<i>Exam – Verification during the semester</i>	<i>Written exam</i>	70%
	-	-	-
10.5 Seminar/laboratory	<i>Exam – Verification during the semester</i>	<i>Applicative project</i>	30%
	-	-	-

10.6 Minimum performance standard:

C1. Knowledge and understanding of the fundamental concepts, methods, and theories in the field and speciality area; their adequate use in professional activity

Submission date

Course leader signature

Seminar titular's signature

Dragolea Larisa

Maican Silvia

Date of approval by Department members

Department director signature

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Muntean Andreea