

Course Description

Economic Faculty

Study program: Bachelor in Business Administration

Course Title: Quality Management

Course Credits: 6

Language of Instruction: Albanian/English

Course Description: The student will receive key concepts on quality management, various specifics of quality management in business but also in other organizations. During the semester the students will be introduced to field practice through the application examples presented on the practice accompanied book, but also presentations by business managers. There will be organized also 1-2 study visits in the field in order for the students to relate theoretical concepts with the practice.

Course Goals: The course goals are to increase the understanding of various concepts of quality management and develop technical and practical skills important to implement quality concepts beginning from themselves.

Course Requirements: The student is obliged to attend lectures and seminars (as by the Regulation of Studies of the institution) and there will be a 30% ongoing evaluation (activation in discussions, individual assignments, and teamwork) and 70% the exam at the end of the semester.

Grading: For the subject there is a grade evaluation. If the student gets a positive evaluation (as by the Regulation of Studies at the Institution), he/she will get the credits of the subject (7 credits).

Course Schedule: There are 3hrs for the lectures and 2 hrs. of seminars per week (the semester is 15 weeks)

The Schedule of Activities is subject to change.

During the semester there will be in class presentation of managers and businesses. These presentations are intended to give an overview of the implementation of quality concepts in the businesses (and not only) and to compare the theory to practice. The students will be engaged in teams to work on real business cases, to evaluate and think critically on the implementation of the quality concepts.

Some of the concepts presented during the semester are as follows:

- ✓ What is quality management and various concepts relating to quality.
- ✓ Quality in businesses, specifics on implementation in NGOs and public institutions
- ✓ Infrastructure of quality in organizations
- ✓ Tools and techniques for implementing quality
- ✓ Important aspects of quality in relation to sustainability and circular economy.