

MANAGEMENT KAKOVOSTI V JAVNEM SEKTORJU

UČNI NAČRT PREDMETA/COURSE SYLLABUS

Predmet:	Management kakovosti v javnem sektorju
Course title:	Quality Management In Public Sector
Članica nosilka/UL Member:	UL FU

Študijski programi in stopnja	Študijska smer	Letnik	Semestri	Izbirnost
Management v upravi, druga stopnja, magistrski	Management kakovosti v javnem sektorju (smer)	2. letnik	Celoletni	izbirni

Univerzitetna koda predmeta/University course code:	0069357
Koda učne enote na članici/UL Member course code:	595

Predavanja /Lectures	Seminar /Seminar	Vaje /Tutorials	Klinične vaje /Clinical tutorials	Druge oblike študija /Other forms of study	Samostojno delo /Individual student work	ECTS
21	11			118	60	7

Nosilec predmeta/Lecturer: Primož Pevcin

Vrsta predmeta/Course type: Strokovno izbirni/Professional elective

Jeziki/Languages:

Predavanja/Lectures:	Angleščina, Slovenščina
Vaje/Tutorial:	Angleščina, Slovenščina

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti: Ni.

Prerequisites: No prerequisites.

Vsebina:

Content (Syllabus outline):

1. Razvoj konceptov o kakovosti
2. Definicije kakovosti
3. Kakovost produktov in kakovost storitev
4. Od kontrole kakovosti do managementa celovite kakovosti (TQM)
5. Management celovite kakovosti (usmeritev k uporabniku, procesno gledanje, delo v timih, odločanje na osnovi dejstev, stalne izboljšave)
6. Faze razvoja TQM in ciklus »PDCA«
7. Kakovost kot uporabniška izkušnja
8. Stalne izboljšave in vloga tehnologije
9. Kakovost kot orodje strategije
10. Modeli za presojo organizacijske kakovosti (ISO, EFQM, CAF)
11. Samo-evalvacija kot način organizacijskega učenja in zagotavljanja razvoja

1. Development of concepts on Quality
2. Definitions of quality
3. Product quality and service quality
4. From quality control to Total quality management (TQM)
5. Total quality management (customer orientation, process view, team work, facts based decision-making, continuous improvements)
6. Development phases of TQM and »PDCA« cycle
7. Quality as user perspective dimension
8. Continuous improvements and role of technology
9. Quality as strategic tool

12. Omejitve uvajanja menedžmenta kakovosti v javnem sektorju	10. Models for assessing organizational quality (ISO, EFQM, CAF) 11. Self-evaluation as means of organizational learning and quality assurance 12. Limitations of quality management implementation in the public sector
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Temeljna literatura in viri/Readings:

<ul style="list-style-type: none"> Stringham, S.H.: Does Quality Management Work in the Public Sector. <i>Public Administration and Management: An Interactive Journal</i>, 9 (3), 2004. Srinivasan, A. & Kurey, B.: Creating Culture of Quality. <i>Harvard Business Review</i>, 4, 2014. Knouse S., Carson P.P., Carson K.D.: Edwards W. Deming and Frederick Winslow T., A Comparison of two leaders who shaped the world's view of Management. <i>International Journal of Public Administration</i> 16 (10): 1621-1658. 1993. Sunil Luthra, Dixit Garg, Ashish Agarwal, Sachin K. Mangla: <i>Total Quality Management (TQM): Principles, Methods, and Applications</i>, 1st edition. Routledge, 2021.
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Cilji in kompetence:

<p>Cilji:</p> <ul style="list-style-type: none"> Študent razume razvoj obvladovanja kakovosti v organizacijah javnega sektorja. Študent pridobi znanja in veščine za razumevanje in uvajanje konceptov kakovosti. Študent spozna strukture in načine merjenja in ocenjevanja kakovosti. Študenti spozna modele za presojo organizacijske kakovosti (Benchmarking, ISO, »model vrzeli«, EFQM/CAF). <p>Kompetence:</p> <ul style="list-style-type: none"> Sposobnost uporabe sodobnih orodij za razvoj na področju kakovosti. Sposobnost načrtovanja, uvajanja, nadzora in razvoja managementa celovite kakovosti v praksi. Sposobnost zaznavanja odstopanja od kakovosti na različnih področjih delovanja organizacije. Sposobnost analize, sinteze in evalvacije kakovosti v javnem sektorju. 	<h3>Objectives and competences:</h3> <p>Objectives:</p> <ul style="list-style-type: none"> Student understands quality assurance development in public organizations. Student learns key knowledge and skills, needed for understanding and implementing concepts of quality. Student gains to general knowledge for understanding the structure and means of measuring the quality. Students recognizes the models for assessing organizational quality (Benchmarking, ISO, »gaps model«, EFQM/CAF). <p>Competences:</p> <ul style="list-style-type: none"> Ability to use this modern tools for quality development. Ability for planning, implementing, monitoring and improving total quality management in practice. Ability to detect lack of quality (deficiencies) in different areas of organizational functioning. Ability for performing analyses, synthesis and evaluations of quality in public organizations.
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Predvideni študijski rezultati:

<p>Znanje in razumevanje: Študenti bodo sposobni za razumevanje, povezovanje in uporabo znanja na področju managementa (obvladovanja) kakovosti, ter za posredovanje pridobljenega znanja drugim. Sposobni bodo tudi za znanstveno – raziskovalno</p>	<h3>Intended learning outcomes:</h3> <p>Knowledge and understanding: Students will be capable of understanding, synthesizing and use of knowledge in the field of quality (assurance) management, and disseminating the acquired knowledge. Students will also be able for scientific – research</p>
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delo na posameznih področjih obravnavanih vsebin in za nadaljevanje samostojnega študija.	activities in various fields of covered knowledge and for further studies.
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Metode poučevanja in učenja:

Learning and teaching methods:

<ul style="list-style-type: none"> • Predavanja. • Seminarji. • Seminarska naloga. • Študije primerov. • Problemsko učenje. 	<ul style="list-style-type: none"> • Lectures. • Seminars. • Seminar projects. • Case studies. • Problem-based learning.
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Načini ocenjevanja:

Delež/Weight

Assessment:

Seminarska naloga	50,00 %	seminar project
Pisni izpit	50,00 %	Written examination

Reference nosilca/Lecturer's references:

<p>PEVCIN, Primož. Government size and quality of governance: Does state size matter?. International Journal of Business and Economic Sciences Applied Research, ISSN 2408-0101, 2021, vol. 13, iss. 3, str. 7-14.</p> <p>PEVCIN, Primož, ŠPAČEK, David, KLIMOVSKÝ, Daniel. Public administration education in the CEE countries: how has it developed during the recent decades. The NISPAcee journal of public administration and policy, ISSN 1337-9038, Dec. 2019, vol. 12, no. 2, str. 217-232.</p> <p>PEVCIN, Primož. Smart city label: past, present, and future. Zbornik radova Ekonomskog fakulteta u Rijeci: časopis za ekonomsku teoriju i praksu, ISSN 1331-8004, 2019, vol. 37, no. 2, str. 801-822.</p> <p>RIJAVEC, Danila, PEVCIN, Primož. An examination and evaluation of multi-level governance during migration crisis: the case of Slovenia. Central European public administration review, ISSN 2591-2240, [Tiskana izd.], May 2018, vol. 16, no. 1, str. 81-98.</p> <p>PEVCIN, Primož. Productivity changes in Slovenian urban municipalities. Lex localis : revija za lokalno samoupravo, ISSN 1855-363X. [Spletna izd.], jul. 2014, vol. 12, no. 3, str. 417-429.</p> <p>PEVCIN, Primož. Efficiency levels of sub-national governments: a comparison of SFA and DEA estimations. The TQM Journal, ISSN 1754-274X, Vol. 26, iss. 3, 2014. Bingley: Emerald. str. 275-283.</p>
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