

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
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Vrsta predmeta/Course type:	Strokovno izbirni/Professional elective
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Jeziki/Languages:	Predavanja/Lectures:	Angleščina, Slovenščina
	Vaje/Tutorial:	Angleščina, Slovenščina

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:	Prerequisites:
Ni.	No prerequisites.

Vsebina:

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)

Content (Syllabus outline):

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

11. Samo-evalvacija kot način organizacijskega učenja in zagotavljanja razvoja 12. Omejitve uvajanja menedžmenta kakovosti v javnem sektorju	9. Quality as strategic tool 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:

- Luthra, S., Garg, D., Agarwal, A. in Mangla, S.K. (2021). *Total Quality Management (TQM): Principles, Methods, and Applications*. 1. izdaja. Routledge.

Cilji in kompetence:

Cilji:

- 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).

Kompetence:

- Sposobnost sprejemanja odločitev na področju javnega sektorja.
- Sposobnost samostojnega odkrivanja in analiziranja vprašanj poslovanja in menedžiranja organizacij javnega sektorja.
- Sposobnost uporabe sodobnih orodij za razvoj na področju kakovosti.
- Sposobnost načrtovanja, uvajanja, nadzora in razvoja managementa celovite kakovosti v praksi.
- Sposobnost analize, sinteze in evalvacije kakovosti v javnem sektorju ter reševanja problemov vezanih na kakovost.

Objectives and competences:

Objectives:

- 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).

Competences:

- Ability to make decisions.
- Ability to address complex issues in functioning and management of public organisations.
- Ability to use this modern tools for quality development.
- Ability for planning, implementing, monitoring and improving total quality management in practice.
- Ability for performing analyses, synthesis and evaluations of quality in public organizations and ability to solve complex quality-related problems.

Predvideni študijski rezultati:

Študent:

- Razvije sisteme zagotavljanja kakovosti.
- Ocení stanje kakovosti v organizaciji.
- Razvije načrt spremljanja kakovosti in zagotavljanja primerjav.

Intended learning outcomes:

Student:

- Develops quality assurance systems.
- Estimates and evaluates level of quality in organisation.
- Develops quality assurance and benchmarking plans.

• Izdela strokovno študijo s področja kakovosti. •	• Creates professional study within the field of quality management.
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Metode poučevanja in učenja:
Learning and teaching methods:

• Predavanja. • Seminarji. • Seminarska naloga. • Študije primerov. • Problemsko učenje.	• 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:

Pevcin, P., Špaček, D. in Klimovsky, D. (2019). Public administration education in the CEE countries: how has it developed during the recent decades. *The NISPAcee journal of public administration and policy*, 12(2), 217-232.

Pevcin, P. (2023). Obvladovanje sprememb, tveganj in kriznih situacij v javnem sektorju ter sistemi zagotavljanja kakovosti v javnem sektorju. V M. Pečarič (ur.), *Vademekum slovenske javne uprave* (str. 291-307). Založba Fakultete za upravo.

Pevcin, P. (2021). Government size and quality of governance: Does state size matter?. *International Journal of Business and Economic Sciences Applied Research*, 13(3), 7-14.