

MODELI, METODE IN TEHNIKE UPRAVLJANJA S KAKOVOSTJO

UČNI NAČRT PREDMETA/COURSE SYLLABUS

Predmet:	Modeli, metode in tehnike upravljanja s kakovostjo
Course title:	Models, Methods and Techniques of Quality Management
Članica nosilka/UL Member:	UL FU

Študijski programi in stopnja	Študijska smer	Letnik	Semestri	Izbirnost
Management v upravi, druga stopnja, magistrski (od študijskega leta 2022/2023 dalje)	Management kakovosti v javnem sektorju (smer)	2. letnik	Celoletni	izbirni

Univerzitetna koda predmeta/University course code:	0069359
Koda učne enote na članici/UL Member course code:	597

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: Sabina Bogilović

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:	Prerequisites:
Ni.	No prerequisites.

Vsebina:

1. Sodoben pomen pojmov industrija in storitev.
2. Dimenzije kakovosti.
3. Uspešnost, učinkovitost in kakovost javnih organizacij.
4. Sistemski pristop h kakovosti in sistem kakovosti.
5. Sistem za upravljanje s kakovostjo.
6. Zagotavljanje kakovosti in principi celovitega obvladovanja kakovosti (TQM).
7. Infrastruktura, praksa in orodja TQM.
8. Management procesov in odločanje na podlagi celovitega obvladovanja kakovosti
9. Razvoj in vključevanje zaposlenih v celovito obvladovanje kakovosti

Content (Syllabus outline):

1. Modern understanding of concepts of industry and services.
2. The dimensions of quality.
3. Effectiveness, efficiency and quality in public organizations.
4. The systematic approach to quality and quality system.
5. The system for quality management.
6. Assurance of quality and principles of total quality management (TQM).
7. Infrastructure, practice and tools of TQM.
8. Design making and process based on total quality management .
9. Development and involvement of employees in total quality management

10. Inovativnost in izboljševanje na podlagi celovitega obvladovanja kakovosti	10. Innovation and improvement based on total quality management
11. Ciklus PDCA. Osredotočenost na kupca/uporabnika.	11. PDCA cycle. Consumer orientation.
12. Družbena odgovornost na podlagi celovitega obvladovanja kakovosti	12. Social responsibility based on total quality management

Temeljna literatura in viri/Readings:

- S. Thomas Foster, *Managing Quality: Integrating the Supply Chain* (6th Edition), 2016, Pearson
- D.R. Kiran. *Total Quality Management Key Concepts and Case Studies*. 2016 Butterworth-Heinemann
- J. Evans and W. Lindsay, *The Management and Control of Quality*, 2004 South Western College Publishing.

Cilji in kompetence:

Cilji:

- Študent spozna obvladovanje konceptov kakovosti.
- Študent pozna orodja upravljanja s kakovostjo.
- Študent pozna terminologijo, modelov, metod in tehnik upravljanja s kakovostjo.

Kompetence:

- Razumevanje pomena kakovosti za upravljanje, kot tudi načinov za načrtovanje nadzora,
- Sposobnost upravljanja načrtov za izboljšanje kakovosti.
- Sposobnost oceniti uporabnost nekaterih modelov vodenja kakovosti, metod in tehnik za posebne razmere v posameznih segmentih uprave.
- Sposobnost uporabljati paleto modelov, metod in tehnik na področju upravljanja.

Objectives and competences:

Objectives:

- Student is acquainted with the concepts of quality management..
- Student gain the knowledge about the tools of quality management.
- Student knows terminology, models, methods and techniques of quality management.

Competences:

- Understanding the importance of quality for administration, as well as the ways to plan, control, improve and assure it.
- To manage quality plans for quality improvement.
- Ability to assess applicability of certain quality management models, methods and techniques for particular situations in specific segments of administration.
- Ability to apply a palette of models, methods and techniques in the field of administration.

Predvideni študijski rezultati:

Znanje in razumevanje:

Študent pozna koncepte in terminologijo ter modele in tehnike upravljanja s kakovostjo.

Usposobljen je za uporabo konceptov kakovosti v različnih organizacijah.

Intended learning outcomes:

Knowledge and understanding:

Students acquire the concept, terminology, models and technics of quality management.

They are able to use concepts of quality management in different types of organizations.

Metode poučevanja in učenja:

Učni program se izvaja: s predavanji, z obravnavanjem literature, z delom v timih in predstavitvijo izsledkov timskega dela, s študijami

Learning and teaching methods:

primerov, z debatami, z izdelavo projektov, z diskusijskimi skupinami.	The curriculum is implemented through interactive lectures, literature study, work in teams, case studies, workshops and discussion groups.
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Načini ocenjevanja:	Delež/Weight	Assessment:
1. Pisni izpit	50,00 %	1. Written exam
2. Seminarska naloga	40,00 %	2. Student paper
3. Sprotne naloge in aktivno sodelovanje na predavanjih	10,00 %	3. Assignments and active participation in lectures

Reference nosilca/Lecturer's references:

- BOGILOVIĆ, Sabina, BORTOLUZZI, Guido, ČERNE, Matej, GHASEMZADEH, Khaterah, ŽNIDARŠIČ, Jana. Diversity, climate and innovative work behavior. *European journal of innovation management*, ISSN 1460-1060, 2021, vol. 24, iss. 5, str. 1502-1524, doi: 10.1108/EJIM-03-2020-0100.
- SITAR, Aleša Saša, BOGILOVIĆ, Sabina, PAHOR, Marko. The relationship between informal knowledge sharing network and individual learning in organizations : does the structuring of activities matter?. *Društvena istraživanja : časopis za opća društvena pitanja*, ISSN 1330-0288, Feb. 2019, vol. 28, iss. 1, str. 109-128, doi: 10.5559/di.28.1.06. [COBISS.SI-ID 24992742],
- STANIMIROVIĆ, Tatjana, BOGILOVIĆ, Sabina. Kako uspešna je bila sanacija slovenskih bolnišnic. V: PEČARIČ, Mirko (ur.). *Od boljših predpisov k njihovem učinkovitejšemu izvrševanju*, (Zbirka znanstvenih monografij Upravna misel). 1. izd. Ljubljana: Fakulteta za upravo. 2019, str. 167-184,
- PEVCIN, Primož, BOGILOVIĆ, Sabina. *Strateški menedžment v javnem sektorju*. 1. izd. Ljubljana: Fakulteta za upravo, 2017. 144 str., graf. prikazi, tabele. ISBN 978-961-262-105-6. [COBISS.SI-ID 290935808]
- KNOLL, Michael, GÖTZ, Martin, ADRIASOLA, Elisa, BOGILOVIĆ, Sabina, ČERNE, Matej, et al. International differences in employee silence motives : scale validation, prevalence, and relationships with culture characteristics across 33 countries. *Journal of organizational behavior*, ISSN 0894-3796, Jun. 2021, vol. 42, iss. 5, str. 619-648, doi: 10.1002/job.2512