**DESCRIPTION OF A STUDY COURSE – SYLLABUS**

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| **Title of a course** | **Integrated quality management system** | | | | |
| **Study programme** | **Specialist professional graduate study Occupational Safety** | | | | |
| **Status of a course** | Obligatory | | | | |
| **Year of study** | 1. | **Semester** | S | **ECTS credits** | 6 |
| **Teaching plan**  **(L + E + S+ Pr)** | 2L+2S | | | | |
| **Goals of a course** | | | | | |
| The aim of the course is to acquaint the student with the basic concepts of quality, the concepts of quality management systems and ways to achieve quality. Furthermore, present the most important standards that are being introduced in Croatia and worldwide. Through exercises and case studies to demonstrate the practical application of the ISO standard. | | | | | |
| **Conditions for enrolling course** | | | | | |
| No conditions | | | | | |
| **Expected learning outcomes on a level of a course** | | | | | |
| 1. Distinguish the concepts of quality control, quality assurance and quality management group business processes. 2. Analyse the concepts of standards, standardization and distinguish the development of standardization in the world and in Croatia. 3. Choose the appropriate standard for the analyzed organization. 4. Propose corrective solutions based on the conducted system audit in accordance with the ISO 9001:2015 standard. | | | | | |
| **Content of a course** | | | | | |
| The concept of quality. Historical development of the integral quality management system. Strategic quality management. Quality of products, services, processes and organisations. Quality management systems ISO 9000:2000 and ISO 14 000:1996, HACCP, OHSAS 18 001, SA 8000 and others. Measurability and standardisation of quality. Instruments of quality measurement. Principles of the quality management system ISO 9000:2000. Requirements of standards. Quality policies. Documentation. Motivation. Guidance. Teamwork. Process and project approach. Examples of successful and unsuccessful applications of systems of quality management. The Croatian experience in the field of quality management. | | | | | |
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