**DESCRIPTION OF A STUDY COURSE – SYLLABUS**

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| **Title of a course** | **Quality assurance** | | | | |
| **Study programme** | **Professional undergraduate study Occupational Safety** | | | | |
| **Status of a course** | Obligatory | | | | |
| **Year of study** | 2. | **Semester** | S | **ECTS credits** | 4 |
| **Teaching plan**  **(L + E + S+ Pr)** | 2L+1E | | | | |
| **Goals of a course** | | | | | |
| The aim of the course is to acquaint the student with the basic concepts of quality, quality management, ways of achieving quality, differentiate concepts of quality control and assurance, and through seminars and case studies to demonstrate the introduction of quality management systems or the application of some management concept for the purpose of quality improvement. | | | | | |
| **Conditions for enrolling course** | | | | | |
| No conditions | | | | | |
| **Expected learning outcomes on a level of a course** | | | | | |
| 1. Explain the implementation of the quality system through the history of the gradual introduction of quality into the work process. 2. Demonstrate basic business processes. 3. Explain the concepts of standards, standardization in the world and in Croatia 4. Describe the quality system audit. | | | | | |
| **Content of a course** | | | | | |
| Quality, concept and meaning. Quality of products, services and processes. Definition and types of elementary processes. Approach to quality assurance. Valid international standards of quality management system. Demands of the quality management system. Documentation of quality management system. Implementation and monitoring of quality management system. Evaluation of quality management system. Independent evaluation of quality management system. Confirmation (certification) of quality management system. Removal of discrepancies and methods for improving the quality. Evaluation and recertification visits. Costs of quality. | | | | | |
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