

Add. 3		Course program for the first, second and third degree of studies			
1.	Course title	Quality Mangement			
2.	Code	197			
3.	Study group(s)	IEM			
4.	The organizer of the study program (unit, institute, department)	Faculty of Mechanical Engineering - Skopje, Ss. Cyril and Methodius University in Skopje			
5.	Level (first, second, third degree)	First			
6.	Academic year / semester	Winter	7.	Number of ECTS credits	6
8.	Professor	Ass. Prof. Gligorce Vrtanoski			
9.	Preconditions for enrolling the course	None			
10.	Purpose of the course program (competences): Introduction to the basics of science quality management. Organizing and manage quality issues in companies.				
11.	Contents of the course program: Introduction to quality. Quality in production. Quality in services. Philosophies of quality management - Deming philosophy Juran's, Crosby and other philosophies of quality. Fundamentals of total quality management (TQM). Culture of the company. Benefits of TQM and impact on management. Management processes. Continuous improvement. Methodology for solving problems. Evaluation and management of quality. ISO 9000 standards. Quality awards.				
12.	Study methods: Interactive teaching, Laboratory and/or in-class exercises, individual and/or team work on projects, self-study.				
13.	Total available time period	6 ECTS x 30 hours = 180 hours			
14.	Available time assessment	30 + 30 + 30 + 30 + 60 = 180 hours			
15.	Educational activity module	15.1.	Teaching lectures	30 hours	
		15.2.	Practice, seminars, team work	30 hours	
16.	Other activity module	16.1.	Project assignments	30 hours	
		16.2.	Selfrunning assignments	50 hours	
		16.3.	Home studying	40 hours	
17.	Evaluation methods				
	17.1.	Tests			80 points
	17.2.	Projects			10 points
	17.3.	Activity and participation			10 points
18.	Evaluation criteria (points and marks)	Under 50		5 (five) (F)	
		51 - 60 points		6 (six) (E)	
		61 - 70 points		7 (seven) (D)	
		71 - 80 points		8 (eight) (C)	
		81 - 90 points		9 (nine) (B)	
		91 - 100 points		10 (ten) (A)	
19.	Signature and final exam requirements	Realized activity 17.2			
20.	Language used for performing the teaching	Macedonian language			
21.	Method used for following the teaching quality	Surveys and other forms of continuous evaluation			

22.	References				
22.1.	Main references				
	No.	Author	Title	Publisher	Year
	1.	Gligorce Vrtanoski	Non-authorized for Quality Management	Faculty of Mechanical Engineering - Skopje	
	2.	Vladimir Dukovski	Quality Management	UKIM	2003
3.					
22.2.	Additional references				
	No.	Author	Title	Publisher	Year
	1.				
	2.				
3.					