

Course Description

Economic Faculty

Study program: Professional Master Studies in Business Administration

Course Title: Quality Management

Course Credits: 7

Language of Instruction: Albanian/English

Course Description: The student will receive key concepts on quality concepts, specifics for small business. Specific tools and techniques will be presented, and the students will evaluate their implementation. The approaches for quality management in small businesses will give extended knowledge to be implemented in practice.

Course Goals: The course goals are to increase the understanding of various concepts of quality management, with specifics for small businesses.

Course Requirements: The students are organized in team work to implement tools and techniques in real case situation. They will present and discuss their work. Being most of students engaged in different jobs, they will be encouraged to implement their tools in their work positions. It will be a 30% ongoing evaluation (for their engagement during the semester) and 70% the exam at the end of the semester.

Grading: For the subject there is a grade evaluation. If the student gets a positive evaluation (as by the Regulation of Studies at the Institution), he/she will get the credits of the subject (8 credits).

Course Schedule: There are 3hrs for the lectures and 2 hrs. of seminars per week (the semester is 15 weeks)

The Schedule of Activities is subject to change.

During the semester there will be in class presentation of managers and businesses. These presentations are intended to give an overview of the implementation of quality concepts in the businesses (and not only) and to compare the theory to practice. The students will be engaged in teams to work on real business cases, to evaluate and think critically on the implementation of the quality concepts.

Some of the concepts presented during the semester are as follows:

- Quality management in small businesses
- Quality systems and their implementation in small business
- HACCP as a practical tool for small businesses
- Specifics of international standards
- Tools and techniques. Quality cost
- Critical to quality, the importance of knowledge management in quality