

General information		
Course instructor	<b>Ana-Marija Vrtođušić Hrgović, Ph.D., Full Professor</b>	
Name of the course	<b>Quality Management</b>	
Study programme	<b>Undergraduate study: Business Economics in Tourism and Hospitality Module: Hospitality Management</b>	
Status of the course	<b>compulsory</b>	
Year of study	<b>3rd</b>	
ECTS credits and manner of instruction	<b>ECTS credits</b>	<b>6 ECTS</b>
	<b>Number of class hours (L+E+S)</b>	<b>60 (30+0+30)</b>
1. COURSE DESCRIPTION		
<b>1.1. Course objectives</b>		
<i>Introduce students to the theory and principles of the quality management system and enable to plan the activities in the implementation of the quality management system.</i>		
<b>1.2. Course enrolment requirements</b>		
There are no special requirements.		
<b>1.3. Expected learning outcomes</b>		
After successful completion of the course students will be able to:		
1. interpret quality management theory (TQM)		
2. suggest and explain the activities necessary for the implementation of the quality management system in accordance with the requirements of ISO 9001: 2015 in organization		
3. demonstrate the implementation of quality management systems for tourist destinations (IQM)		
4. describe and explain the motives for the implementation of the quality system in organizations and tourist destinations		
5. analyse the results of the quality management system implementation		
<b>1.4. Course content</b>		
Quality theory - concept and development. Quality gurus. The concept and significance of TQM. TQM principles. Standardization of quality management systems. Quality management system - ISO 9001: 2015. Risk management. Quality System Audit. Internal audit. TQM implementation results. Quality management tools. Quality management in the service sector. Standards and quality labels in tourism and hospitality industry. Integrated Quality Management (IQM). Measuring and evaluating quality and sustainability of a tourist destination.		
<b>1.5. Manner of instruction</b>	X lectures X seminars and workshops <input type="checkbox"/> exercises <input type="checkbox"/> distance learning	X individual assignments <input type="checkbox"/> multimedia and network <input type="checkbox"/> laboratories X mentorship <input type="checkbox"/> other

		<input type="checkbox"/> fieldwork			
1.6. Comments					
1.7. Student responsibilities					
Class attendance, project, final exam					
1.8. Monitoring of student work <sup>1</sup>					
Class attendance	2,0	Class participation		Seminar paper	Experimental work
Written exam	1,0	Oral exam		Essay	Research
Project	1,5	Continuous assessment	1,5	Report	Practical work
Portfolio					
1.9. Assessment of learning outcomes in class and at the final exam (procedure and examples)					
Assessment and evaluation of students' work during classes and at the final exam is conducted in accordance with the FMTU Student Assessment Regulations. For each course, a detailed performance curriculum is created to coordinate activities, student workload, learning outcomes and assessment methods.					
1.10. Mandatory literature (at the time of submission of study programme proposal)					
1. Oakland, J.S. (2014). Total Quality Management and Operational Excellence- text with cases, Fourth Edition. London, New York: Routledge Taylor and Francis Group					
1.11. Optional/additional literature (at the time of submission of the study programme proposal)					
1. Defeo, J.A. (2016). Juran's Quality Handbook: The Complete Guide to Performance Excellence, Seventh Edition 7th Edition, McGraw-Hill Education					
2. World Tourism Organization (2017). Practical Guidelines for Integrated Quality Management in Tourism Destinations. Madrid: UNWTO.					
3. Bagdan, P.J. (2019). Guest Service in the Hospitality Industry, 2nd edition, Kendall Hunt Publishing					
4. ISO 9001:2015 Quality management systems — Requirements (2016) sixth edition. Zagreb: Croatian Standards Institute.					
5. ISO 9000:2015 Quality management systems — Fundamentals and vocabulary (2016) sixth edition. Zagreb: Croatian Standards Institute					
1.12. Number of assigned reading copies in relation to the number of students currently attending the course					
Title				Number of copies	Number of students
Oakland, J.S. (2014). Total Quality Management and Operational Excellence- text with cases, Fourth Edition. London, New York: Routledge Taylor and Francis Group				5	

<sup>1</sup> IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities.

<i>1.13. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences</i>		
<p>The quality of the programme, teaching process, teaching skills and level of acquired course matter will be evaluated in writing, by means of extensive questionnaires and by employing other methods that are in accordance with the accepted standards and with the Book of regulations on the quality of the University of Rijeka, as well as the Book of regulations on the quality of the Faculty of tourism and hospitality management</p>		