

(Table 5.2) Course unit description

Study program: Hotel Management and Tourism			
Type and level of studies: Undergraduate academic studies, 1st level			
Course unit: Quality Management			
Teacher in charge: Vesna Milovanović			
Language of instruction: English			
ECTS: 8			
Prerequisites: No special prerequisites			
Semester: Fifth			
Course unit objective			
The purpose of the course is to make students familiar with the importance of quality for achieving and maintaining competitive advantage, and about the way of quality assurance in the modern business environment.			
Learning outcomes of Course unit			
Acquiring the necessary theoretical and practical knowledge in the field of quality management, as well as the ability for effective and efficient quality management in hotels and other companies in tourism.			
Course unit contents			
Conceptual determination of quality; Development of the concept of quality through history; Philosophical directions in quality management; Quality function; Quality in the service sector; Quality and business results; The concept of variation; Quality control; Basic concepts in quality management; Quality management system; Process approach in quality management; Quality management tools, methods and techniques; Total quality management.			
Literature			
Dale, B.G. (Ed.). <i>Managing Quality</i> (4 th ed.), Blackwell Publishing Ltd., 2003. Oakland, J.S. <i>Total Quality Management and Operational Excellence</i> (4 th ed.), Routledge, 2015. Omachonu, V.K., Ross, J.E. <i>Principles of total quality</i> (3 rd ed.), CRC Press, 2005. Dahlgaard, J.J., Kristensen, K., Kanji, G.K. <i>Fundamentals of Total Quality Management</i> , Taylor & Francis, 2007.			
Number of active teaching hours			Other classes
Lectures:3	Practice: 2	Other forms of classes:	Independent work:
Teaching methods			
Lectures, practices, case studies			
Examination methods (maximum 100 points)			
Exam prerequisites	No. of points:	Final exam	No. of points:
Student's activity during lectures	10	oral examination	
practical classes/tests	40	written examination	40
Seminars/homework	10	Other	
Grading system			
Grade	No. of points	Description	
10	91-100	Excellent	
9	81-90	Exceptionally good	
8	71-80	Very good	
7	61-70	Good	
6	51-60	Passing	
5	0-50	Failing	