

UČNI NAČRT PREDMETA / COURSE SYLLABUS

Predmet:	Inženiring kakovosti
Course title:	Quality Engineering

Študijski program in stopnja <i>Study programme and level</i>	Študijska smer <i>Study field</i>	Letnik <i>Academic year</i>	Semester <i>Semester</i>
Menedžment kakovosti Dodiplomski (Prva)	Program nima smeri	3.	5.
Quality Management Undergraduate (First)	The program has no study fields	3	5

Vrsta predmeta / Course type:	Izbirni	Elective
--------------------------------------	---------	----------

Univerzitetna koda predmeta / University course code:	011024-03
--	-----------

Predavanja <i>Lectures</i>	Seminar <i>Seminar</i>	Sem. vaje <i>Tutorial</i>	Lab. vaje <i>Laboratory work</i>	Teren. vaje <i>Field work</i>	Samost. delo <i>Individ. work</i>	ECTS
30	-	45	-	-	105	6

Nosilec predmeta / Lecturer:	Prof. dr. Boris Bukovec	Boris Bukovec, PhD, full professor
-------------------------------------	-------------------------	------------------------------------

Jeziki / Languages:	Predavanja / Lectures:	Vaje / Tutorial:
	Slovenski, angleški	Slovenski, angleški
	Slovenian, English	Slovenian, English

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

- Vpis v 3. letnik študija.
- Študent/študentka mora pred pristopom k izpitu pripraviti in zagovarjati empirično seminarsko nalogo.

Prerequisites:

- Enrolment in the third year of study.
- The student must prepare and defend an empirical seminar paper as a prerequisite for the final exam.

Vsebina:

1. Inženiring kakovosti
2. Gradniki celovite kakovosti in poslovne odličnosti
3. Kultura nenehnega izboljševanja
4. Procesni pristop in inženiring kakovosti
5. Kakovost v temeljnih procesih
6. Kakovost v podpornih procesih
7. Reševanje problemov
8. Vzpostavitev sistema vodenja kakovosti

Content (Syllabus outline):

1. Quality Engineering.
2. Building blocks of total quality and business excellence.
3. Culture of continuous improvement.
4. Process approach and quality engineering.
5. Quality in fundamental processes.
6. Quality in support processes.
7. Problem-solving.
8. Implementing quality management systems.

Temeljna literatura in viri / Readings

Obvezna literature / Required reading(s):

- Marolt, J., & Gomišček, B. (2005). *Management kakovosti*. Kranj: Moderna organizacija.

Dodatna – dopolnilna / Recommended reading(s):

- Jacou, P., & Lucas, F. (1995). *V vrtincu sprememb: drugačno vodenje: celovito obvladovanje kakovosti*. Ljubljana: Gospodarski vestnik.
- Ishikawa, K. (1987). *Kako celovito obvladovati kakovost: japonska pot*. Ljubljana: TZS.
- Pivka, M. (2000). *Management kakovosti*. Maribor: Ekonomsko-poslovna fakulteta.
- Devetak, G., & Vukovič, G. (2002). *Marketing izobraževalnih storitev*. Kranj: Moderna organizacija.
- Devetak, G. (2007). *Marketing management*. Koper: Fakulteta za management.
- Juran, J. M., & Godfrey, A. B. (2000). *Juran's Quality Handbook* (5. izd.). Singapore: McGraw-Hill International Edition.
- Tekoče spremljanje člankov in razprav s področja kakovosti in odličnosti v revijah:
 - Kakovost, Slovensko združenje za kakovost, Ljubljana.
 - Organizacija, revija za management, informatiko in kadre, Moderna organizacija, Kranj.
 - Quality progress, American Society for Quality, Milwaukee.
- Tekoče spremljanje člankov in razprav s področja kakovosti in odličnosti v zbornikih:
 - Letnih konferenc Slovenskega združenja za kakovost, 2000 – 2008, izdajatelj SZK.
 - Letnih Forumov odličnosti in mojstrstva Otočec, 2000 – 2008, izdajatelj Društvo ekonomistov.
- Standardi: ISO 9001, ISO 14001, ISO 26000, ISO/IEC 27001, OHSAS 18001.

Cilji in kompetence:

- Poznavanje in razumevanje procesov, procesno zasnovane organizacije ter sposobnost obvladovanja nenehnega izboljševanja.
- Sposobnost analize, sinteze ter fleksibilne uporabe znanja v praksi.
- Poznavanje pomena kakovosti in prizadevanje za kakovost strokovnega dela skozi avtonomnost, (samo)kritičnost, (samo)refleksivnost in (samo)evalviranje v strokovnem delu.
- Zmožnost vzpostavljanja in vzdrževanja partnerskih odnosov z vsemi zainteresiranimi (odjemalci, zaposleni, lastniki, družbeno okolje).
- Sposobnost interdisciplinarnega povezovanja znanj različnih predmetov.
- Internalizacija gradnikov sodobne organizacijske teorije, temelječe na organizaciji kot ciljno usmerjenih razmerij med ljudmi.
- Poznavanje in razumevanje avtopoietičnega koncepta obvladovanja kakovosti in odličnosti, temelječega na spiralno-vijačnem zaporedju planiranja, izvedbe, preverjanja in ukrepanja.
- Poznavanje in razumevanje filozofije, pristopov, modelov, orodij in standardov celovite kakovosti in poslovne odločnosti ter usposobljenost za njihovo uporabo v praksi.
- Sposobnost prepoznavanja, obvladovanje in nenehnega izboljševanja procesov v organizaciji ter njihove povezave v celovit sistem procesov.
- Obvladovanje temeljnih znanj in praktičnih pristopov, potrebnih za učinkovito in uspešno obvladovanje

Objectives and competences:

- Comprehending and understanding processes, process-based organizations and the ability to manage continuous improvements.
- Ability to analyse, synthesize, and to apply knowledge in practice.
- Knowing the importance of quality and enhancing the quality of professional work through autonomy (self-) critical, (self-) reflexivity and (self-) evaluation.
- Ability to establish and maintain partnerships with all stakeholders (consumers, employees, owners, social environment).
- The ability to connect interdisciplinary knowledge from various subjects.
- Internalisation of building blocks within contemporary organization theory that is based on an organization as a target-oriented relationship among individuals and people.
- Knowing and understanding the concept of autopoiesis in reference to quality management and excellence founded on the spiraling order of planning, doing, checking, and acting.
- Knowledge and understanding of the philosophy, approaches, models, tools, and standards of total quality and business excellence as well as competence in their applicable use in practice.
- Ability to identify, control, and the continuous improvement of processes in an organization and its links to a comprehensive system of processes.
- Applying basic knowledge and practical approaches to achieve effective and efficient management of an

<p>sistema vodenja organizacije s poudarkom na vodenju z zgledom, poslovnem komuniciranju, obvladovanju projektov, informatizaciji procesov in sistemskem razmišljanju.</p> <p>– Usposobljenost za obvladovanje in nenehno izboljševanje dela v proizvodnih oziroma storitvenih organizacijah.</p>	<p>organization with an emphasis on leadership by example, business communication, management of projects, informatisation of processes and systematic thinking.</p> <p>– Training for managing and continuously improving work in production and service organization</p>
--	--

<p>Predvideni študijski rezultati:</p> <p>Študent/študentka:</p> <ul style="list-style-type: none"> – Pozna in razume pomen in večplastnost procesnega pristopa pri obvladovanju kakovosti ter odličnosti proizvodov in storitev. – Pozna in razume vlogo in pomen kakovosti proizvodov in storitev v poslovnih odnosih. – Razume interakcijsko delovanje dejavnikov, ki vplivajo na uspešnost in učinkovitost obvladovanja kakovosti in poslovne odličnosti. – Pozna in uporablja sodobne pristope, modele in orodja za doseganje in nenehno izboljševanje kakovosti proizvodov, procesov in sistemov. – Uporablja osnovno znanje in veščine s področja menedžmenta kakovosti in poslovne odličnosti. – Reflektira in kritično ovrednoti različne izkušnje s področja menedžmenta kakovosti in poslovne odličnosti. – Aktivno in kritično spremlja in reflektira aktualno dogajanje na področju menedžmenta kakovosti in poslovne odličnosti. – Pozna in razume umeščenost menedžmenta kakovosti in poslovne odličnosti v širše družbene, kulturne in vrednotne kontekste ter z refleksijo teh kontekstov oblikuje intelektualno aktiven odnos do sveta. 	<p>Intended learning outcomes:</p> <p>The student will:</p> <ul style="list-style-type: none"> – Know and understand the multi-layered process approach in quality management and excellence in products and services. – Know and understand the role of quality products and services in business relations. – Understand the interaction among factors that influence the success and effectiveness of total quality and business excellence. – Knows and uses approaches, models, and tools for achieving continuous improvement of quality products, processes, and systems. – Uses basic knowledge and skills from the field of quality management and business excellence. – Reflect and critically evaluate various experiences from the field of quality management and business excellence. – Actively and critically monitor and reflect on current developments in the field of quality management and business excellence. – Know and understand how quality management and business excellence fits with society in large, within the context of culture and value-laden as well as reflect from these contexts to form an intellectually active relationship to the world.
--	---

<p>Metode poučevanja in učenja:</p> <ul style="list-style-type: none"> – Predavanja z aktivno udeležbo študentov (razlaga snovi, pogovori, vprašanja, primeri, reševanje problemov). – Seminarske vaje v povezavi s prakso (refleksija izkušenj, projektno delo, timsko delo, metode kritičnega mišljenja, pogovori, sporočanje povratne informacije, socialne igre, ekskurzija). – Individualne in skupinske konzultacije (pogovori, dodatna razlaga, obravnava specifičnih vprašanj). – Animacija samostojnega študija in raziskovanja (motiviranje, usmerjanje, samoopazovanje, samouravnavanje, refleksija, samoocenjevanje). 	<p>Learning and teaching methods:</p> <ul style="list-style-type: none"> – Lectures with active student participation (discussions, talks, questioning, cases, problem-solving). – Seminar papers in connection to practice (reflections from experience, project work, teamwork, methods of critical thinking, talks, providing feedback, social games, excursions). – Individual and group consultations (discussions, additional explanations, discussing specific questions). – Facilitating independent study and research (motivating, directing, self-examination, self-regulation, reflection, and self-assessment).
--	---

Načini ocenjevanja: **Delež / Weight (%)** **Assesment:**

Način (pisni izpit, ustno izpraševanje, naloge, projekt)		<i>Type (examination, oral, coursework, project)</i>
– Pisni/ustni izpit	70%	– Written / Oral Exam
– Empirična seminarska naloga s poročili seminarskega dela ter predstavitev naloge	30%	– Empirical seminar paper with reports from seminar work and seminar paper presentation

Reference nosilca / Lecturer`s references:

- BUKOVEC, Boris, OVSENIK, Rok. Izhodišča nove paradigme kakovostnega obvladovanja organizacijskih sprememb. Organizacija : revija za management, informatiko in kadre, ISSN 1318-5454. [Tiskana izd.], apr. 2003, letn. 36, št. 4, str. 216-222. [COBISS.SI-ID 3688723]
- BUKOVEC, Boris. S procesnim pristopom do izboljšanja kakovosti visokega šolstva = Improvement of quality of tertiary education institutes by process approach. Raziskave in razprave, ISSN 1855-6280, 2008, letn. 1, št. 1-3, str. 213-234. <http://www.fuds.si/si/node/500>. [COBISS.SI-ID 1024035649]
- BUKOVEC, Boris. To the successful, changes present an opportunity, not a problem : the fundamentals of existing approaches to the organizational. Innovative issues and approaches in social sciences, ISSN 1855-0541, jan. 2009, vol. 2, no. 1, str. 76-97. <http://www.iiass.com/pdf/IIASS-Volume2-Number1-2009.pdf>. [COBISS.SI-ID 1024030273]
- BUKOVEC, Boris. Integration of various quality control models in organization. Innovative issues and approaches in social sciences, ISSN 1855-0541, sep. 2009, vol. 2, no. 3, str. 37-57. <http://www.iiass.com/pdf/IIASS-Volume2-Number3-2009.pdf>. [COBISS.SI-ID 1024050753]
- BUKOVEC, Boris. Nova paradigma obvladovanja sprememb. Nova Gorica: Fakulteta za uporabne družbene študije, 2009. 296 str., ilustr., tabele. ISBN 978-961-6718-07-3. [COBISS.SI-ID 239891712]