

## COURSE CATALOGUE

<b>Unit course:</b> Quality Management Systems			
<b>Speciality:</b> Business Administration			
<b>Course code:</b> S.02.O.08.11	<b>Number of credits:</b> 5	<b>Semester:</b> II	<b>Length:</b> 150 hours
<b>Type of activities:</b> <b>Course:</b> 26 <b>Seminar:</b> 14 <b>Laboratory:</b> -	<b>Number of hours</b>		<b>Number of students:</b>
	<b>Direct Contact</b>  40	<b>Indirect Contact / Individual study</b>  110	
<b>Prerequisites:</b> <ul style="list-style-type: none"> <li>• Basic knowledge in Management, Entrepreneurship;</li> <li>• Basic concepts and principles of economic theory.</li> </ul>			
<b>Course outcomes:</b> Overall understanding of quality management concepts, quality management system standards, management system auditing skills that can enhance both the quality of the management and the quality of the processes - products, services.			
<b>Contents (descriptive):</b> Introduction to quality management systems; Implementation and certification of MS at national and international level; Quality management systems according to international standards; Organizational context requirements for SMC standards; Responsibility of management according to ISO 9001; QMS planning according to ISO 9001; Support according to QMS; Operation. Planning and operational control; Assessment of performance; Audit of the management system.			
<b>Teaching and learning methods:</b> University lecture. Interactive teaching, case studies. Multimedia presentations. Collaborative work through e-platform. Simulations, documentation related to the quality management system (Manual, procedures, policies, objectives, etc.).			
<b>Assessment methods:</b> Peer assessment, test evaluation, exam through complex assessment tests. Evaluation using e-platform.			
<b>Conditions for obtaining credits:</b> <ul style="list-style-type: none"> <li>• Understanding the essence and applicability of the QMS requirements;</li> <li>• Elaboration of the project in a group or self-study;</li> <li>• Supporting the assessment test.</li> </ul>			
<b>Course Coordinator:</b> Țurcanu Gh., professor			
<b>Course Holder:</b> Dorogaia I., assc. Prof.			
<b>Language of instruction:</b> Romanian, English language			
<b>Other Information:</b>			