

ECTS credits: 6

Forms of assessments: Continuous assessment

Number of hours per week:

2+0+1+1

Types of assessment: Continuous assessment mark - Achievement tests

Department, providing instruction on the discipline:

Department: *INDUSTRIAL MANAGEMENT*

FACULTY OF MECHANICAL ENGINEERING AND TECHNOLOGIES

Lecturer: Assoc. prof. PhD Eng. Kr. Dimitrova

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Annotation:

The discipline "Quality Management" is profiling in the framework of the training of the students in the specialty "Industrial Management", Bachelor's degree. It aims to give students the theoretical knowledge and practical skills to manage the quality control and quality processes and its improvement in order to increase the confidence of clients by meeting their requirements, expectations and needs as well as to achieve sustainable development of business organizations.

The main tasks of this course are related to acquainting students with the basic concepts used in the management of quality and the acquisition of theoretical knowledge related to:

- Founding ideas and concepts of distinguished scientists in the field of quality;
- Quality of products and processes;
- Methods of quality control;
- Diagnosis of causes of poor quality;
- Methods of statistical process regulation;
- Development of quality management concepts;
- Quality management system according to ISO 9001: 2015;
- International Quality Management Models - Malcolm Baldrige Model, EFQM Business Excellence Model, etc .;
- Quality Management Methods - Failure Mode and Effects Analysis; QFD - Quality Function Deployment;
- Quality and competitiveness;
- Culture of quality;
- Standards and standardization;

Within the laboratory exercises are planned discussions, analysis of examples and comparison of the concepts of leading specialists in the field of quality management as well as examination of concrete examples in different organizations, self-elaboration of referrals on particular topics in the field of quality management . Course work is also planned.

Main issues of the syllabus content:

- Quality - essence, basic principles and concepts;
- Quality control;
- Extract reception control;
- Quality assurance;
- Quality management;

- Total Quality Management (TQM)
- Quality Management Systems (QMS);
- Models of quality management systems;
- Development, implementation and certification of QMS;
- Impact of quality on the competitiveness of industrial enterprises;
- Standardization requirements for products, processes and management;
- History and regulatory framework of European standardization;
- Standardization in Bulgaria;
- Specialized methods of quality management.

Content presentation:

The content is taught in lectures and laboratory exercises. Course work is also planned.