

**SYLLABUS**  
**The academic year 2022-2023**  
**Year of study II/ Winter semester I**

**1. Information about the program**

|                    |   |
|--------------------|---|
| 1.1. Institution   | „1 Decembrie 1918” University of Alba Iulia   |
| 1.2. Faculty       | Economic Sciences   |
| 1.3. Department    | Business Administration and Marketing   |
| 1.4. Study field   | Business Administration   |
| 1.5. Level         | undergraduate   |
| 1.6. Study program | Business Administration (in English)<br>242102 Process improvement specialist, 242104 Responsabil proces, 242110 Specialist in economic performance planning, control and reporting |

**2. Information about discipline**

|                          |                    |               |          |                               |          |  |           |
|--------------------------|--------------------|---------------|----------|-------------------------------|----------|--|-----------|
| 2.1. Discipline title    | Quality Management |               |          | 2.2. Course code              | BA 216.3 |  |           |
| 2.3. Course coordinator  | Putan Alina        |               |          |                               |          |  |           |
| 2.4. Seminar coordinator | Putan Alina        |               |          |                               |          |  |           |
| 2.5. Study year          | <b>II</b>          | 2.6. Semester | <b>I</b> | 2.7. Evaluation type (E/C/VP) | <b>E</b> | 2.8. Type of course (C – compulsory, <b>Op</b> – optional) | <b>Op</b> |

**3. Number of teaching hours per semester**

|                                  |           |                        |           |                         |                 |
|----------------------------------|-----------|------------------------|-----------|-------------------------|-----------------|
| 3.1. Teaching hours per week     | <b>3</b>  | from wich: 3.2. course | <b>2</b>  | 3.3. seminar            | <b>1</b>        |
| 3.4. Total of hours per semester | <b>42</b> | from wich: 3.5. course | <b>28</b> | 3.6. seminar/laboratory | <b>14</b>       |
| Distribution of time             |           |                        |           |                         | Number of hours |
| Study from course book           |           |                        |           |                         | <b>30</b>       |
| Suplimentary documentation       |           |                        |           |                         | <b>14</b>       |
| Preparing for seminars, papers   |           |                        |           |                         | <b>12</b>       |
| Mentoring                        |           |                        |           |                         | -               |
| Exams                            |           |                        |           |                         | <b>2</b>        |
| Other activities .....           |           |                        |           |                         |                 |

|                                       |            |
|---------------------------------------|------------|
| Total of hours per individual study   | <b>58</b>  |
| 3.8 Total of hours per study plan     | -          |
| 3.9 Total of hours per semester       | <b>100</b> |
| 3.10 Number of ECTS credits allocated | <b>4</b>   |

**4. Preconditions** (when is the case)

|                     |  |
|---------------------|--|
| 4.1. of curriculum  | <i>Courses from previous semesters: eg. Management</i>   |
| 4.2. of competences | <i>Competences provided by the above mentioned courses, eg: Organisation structure, Human resources management</i> |

## 5. Conditions (when is the case)

|                      |   |
|----------------------|---|
| 5.1. for the course  | <i>Classroom with video projector / board</i> |
| 5.2. for the seminar | <i>Classroom with video projector / board</i> |

## 6. Specific competences

|                          |   |
|--------------------------|---|
| Professional competences | <p>C1. Knowledge and understanding of the fundamental concepts, theories and methods in the field and specialty area; adequate use in professional communication;</p> <p>C1.1. Description of the economic paradigms, concepts and theories about the influence of external environment on enterprise/organization</p> <p>C2.1. Identification of the concepts and economic theories associated to the enterprise</p> <p>C3.1. Identification of the economic implications associated to the enterprise/organisation unit functioning and administration</p> <p>C4.1. Identification and description of the concepts of planning, organization, coordination and control of human resource activity</p> <p>C5.1. Description of the concepts, theories and methodologies for database administration specific to the field of business administration</p> <p>C2. Use of the fundamental knowledge in order to explain and interpret various types of concepts, situations, processes, projects, etc. associated to the field</p> <p>C1.2. Explanation and interpretation of the relation of economic influence exerted by the external environment on enterprise/organization</p> <p>C2.2. The explanation and interpretation of the relations between the entities of an enterprise/organization</p> <p>C3.2. Explanation and interpretation of the social and economic implications associated to the enterprise/organization unit functioning and administration</p> <p>C4.2. Explanation and interpretation of the concepts of planning, organization, coordination and control in human resource activity</p> <p>C5.2. Quantitative and qualitative explanation and interpretation of the information from databases</p> <p>C3. Application of fundamental problem solving methods and principles for well defined, typical situations in the field, with qualified assistance</p> <p>C1.3. Application of adequate tools for the analysis of the influence of external environment on enterprise/organization</p> <p>C2.3. Application of adequate tools in solving problems about the relations between the enterprise/organization units</p> <p>C3.3. Application of specific tools for the analysis of the enterprise/organization unit functioning</p> <p>C4.3. Problem solving matters/ the solving process for specific situations in human resource activity: recruitment, selection, motivation, salary, work program, forming</p> <p>C5.3. Application of adequate tools for specific data analysis in the field of business administration</p> <p>C.4. Adequate use of standard assessment methods and criteria with a view to establishing the quality, merit, and limits of various processes, programs, projects, concepts, methods and theories</p> <p>C1.4. Critical and constructive assessment of the explanation and/or problem solving situations related to the economic influence of the external environment on enterprise/ organization</p> <p>C2.4. Critical and constructive assessment of the explanation and/or problem solving situations related to the enterprise/organization functioning</p> <p>C3.4. Critical and constructive assessment of the explanation and/or problem solving situations related to the enterprise/organization unit functioning and administration</p> <p>C4.4. Estimation about the human resource needed for with the enterprise/organization activity volume and efficacy</p> <p>C5.4. Critical and constructive assessment of the tools needed for data processing and analysis</p> |
| Transversal competences  | -   |

## 7. Course objectives (as per the programme specific competences grid)

|                        |  |
|------------------------|--|
| 7.1 General objective  | <i>To develop the student's capacity to employ quality management instruments in a correct and efficient way</i>   |
| 7.2 Specific objective | <ul style="list-style-type: none"> <li>- <i>to transmit to the students the theoretical and methodological fundamentals of the quality management</i></li> <li>- <i>to present the concepts, relations, techniques, and procedures specific to quality management</i></li> <li>- <i>to form practical skills and work abilities specific to the adequate and systematic use of instruments in the field of quality management</i></li> <li>- <i>to ensure the minimum volume of knowledge in the field of quality management;</i></li> </ul> |

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>- to form the students' economic and managerial thinking;</li> <li>- to transmit to the students the fundamental methodological, theoretical and practical elements in the field of quality management;</li> <li>- to plan and carry out a Quality Management System (QMS);</li> <li>- to design a QMS; to continuously maintain and improve the QMS;</li> <li>- to use quality management methods and instruments.</li> </ul> |
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## 8. Content

| 8.1 Course  | Teaching methods                          | Obs.                               |
|---|---|------------------------------------|
| 1. <i>Quality - concept, implications</i>   | <i>Lecture, presentation, discussions</i> | 2 physical hours                   |
| 2. <i>Theoretical fundamentals of quality management</i>  | <i>Lecture, presentation, discussions</i> | 2 physical hours                   |
| 3. <i>Modern techniques and instruments of quality management</i>   | <i>Lecture, presentation, discussions</i> | 4 physical hours                   |
| 4. <i>Total quality management</i>  | <i>Lecture, presentation, discussions</i> | 4 physical hours                   |
| 5. <i>Analysis of the organisational change and general development stages of TQM in small and medium enterprises</i> | <i>Lecture, presentation, discussions</i> | 2 physical hours                   |
| 6. <i>ATQM implementation patterns in Romania</i>   | <i>Lecture, presentation, discussions</i> | 2 physical hours                   |
| 7. <i>Quality planning</i>  | <i>Lecture, presentation, discussions</i> | 4 online hours                     |
| 8. <i>Quality control</i>   | <i>Lecture, presentation, discussions</i> | 2 online hours                     |
| 9. <i>Quality costs or costs about quality</i>  | <i>Lecture, presentation, discussions</i> | 2 online hours<br>2 physical hours |
| 10. <i>Quality management design and implementation</i>   | <i>Lecture, presentation, discussions</i> | 2 physical hours                   |

## 8.2 References

1. Dragolea Larisa, Managementul calității, Suport de curs (format electronic), Biblioteca Universității „1 Decembrie 1918” din Alba Iulia;
2. Hinescu, A., Onețiu, Gh., Managementul total al calității, Editura Aeternitas, Alba Iulia, 2004;
3. OLARU, Marieta; ISAIC-MANIU, Alexandru; LEFTER, Viorel, TEHNICI SI INSTRUMENTE UTILIZATE IN MANAGEMENTUL CALITATII, BUCURESTI:ECONOMICA,2000;
4. POPESCU BOGDANESTI, Cristian , CALITATEA MEDIULUI DE AFACERI: OPORTUNITATI SI OBSTACOLE LEGISLATIVE, BUCURESTI:TRIBUNA ECONOMICA,2002;
5. RUSU, Corneliu (Coord); DUMITRESCU, Mihail; PLESOIANU, George, CALITATEA MANAGEMENTULUI FIRMEI: Evaluare si interpretare Ed. Economică, București, 2008;
6. \*\*\*CARTEA AUDITULUI DE CALITATE IN DOMENIUL SERVICIILOR CONTABILE: Regulamentul privind auditul de calitate in domeniul serviciilor contabile. Norme privind certificarea atestarii auditului de calitate in domeniul serviciilor contabile. Ghidul auditorului de calitate in domeniul serviciilor contabile CECCAR, București, 2012;
7. \*\*\*MANUAL DE STANDARDE INTERNATIONALE DE AUDIT SI CONTROL DE CALITATE: AUDIT FINANCIAR 2009, Ed. IRECSO, 2009; \*\*\*Revista Calitatea Acces la success (disponibilă on-line la [srac.ro/calitatea](http://srac.ro/calitatea)) ; \*\*\*SREN ISO 9001:2001, Sisteme de management al calității, Cerințe.

## Seminar-lab

|   |   |                  |
|---|---|------------------|
| 1. <i>Quality - concept, implications</i>                         | Conversation, Examples, Team work, Role playing | 2 physical hours |
| 2. <i>Modern techniques and instruments of quality management</i> | Conversation, Examples, Team work, Role playing | 2 physical hours |

|   |   |                  |
|---|---|------------------|
| <b>3. Total quality management</b>  | Conversation, Examples, Team work, Role playing | 2 physical hour  |
| <b>4. ATQM implementation patterns in Romania</b>   | Conversation, Examples, Team work, Role playing | 2 physical hours |
| <b>5. Quality planning</b>  | Conversation, Examples, Team work, Role playing | 2 online hours   |
| <b>6. Quality control</b>   | Conversation, Examples, Team work, Role playing | 2 online hours   |
| <b>7. Quality costs or costs about quality</b>  | Conversation, Examples, Team work, Role playing | 2 physical hours |
| <b>8. Bibliography</b><br>1. BILL; RICHARDSON, ROY, BUSINESS PLANNING AN APPROACH TO STRATEGIC MANAGEMENT, RICHARDSON, S.L.:PITMAN,1989<br>2. DRAGOLEA, L.; DIACONESCU, D. A. ,EDUCATIONAL QUALITY MANAGEMENT, GLIWICE:POLISH ASSOCIATION OF INFORMATION SOCIETY,2012<br>3. JENNINGS, MARIANNE MOODY,BUSINESS: ITS LEGAL, ETHICAL AND GLOBAL ENVIRONMENT, S.L.:WEST PUBLISHING COMPANY,2000<br>4. ***, S.L.:MCGRAW-HILL BOOK COMPANY,S.A QUANTITATIVE METHODS FOR MANAGEMENT DECISIONS,<br>5. STEINER, GEORGE A, TOP MANAGEMENT PLANNING, LONDON:THE MACMILLAN COMPANY,1969<br>6. ***, CZESTOCHOWA:WYDAWNICTWA POLITECHNIKI, 2010TOURISM, QUALITY & MANAGEMENT: CHALLENGES FOR DEVLOPEMENT AND SUSTAINABILITY |   |                  |

**9. Corroborating the contents of the discipline with the expectations of epistemic community representatives, professional associations and representative employers in the field of the program**

*The course content is adapted to the present legislative framework and might contribute to the formation of specialists in the field of supply. The course content corresponds to the employees' current practical needs.*

**10. Evaluation type**

| Activity type   | 10.1 Evaluation criteria     | 10.2 Evaluation methods                | 10.3 Percent in the final grade |
|---|------------------------------|--|---------------------------------|
| 10.4 Course   | <i>Final evaluation</i>      | <i>Written paper</i>                   | 70%                             |
| 10.5 Seminar  | <i>Continuous assessment</i> | <i>Laboratory activities portfolio</i> | 30%                             |
| 10.6 Minimum performance standard: mark 5   |                              |  |                                 |
| <i>C 1. Knowledge and understanding of the fundamental concepts, theories and methods in the field and speciality area; C5. Drawing up professional projects with methods and principles acknowledged in the field.</i> |                              |  |                                 |

Date:  
20.09.2022

Course titular's signature  
Teaching Ass.PhD Putan Alina

Seminar titular's signature,  
Teaching Ass.PhD Putan Alina

Date for Department approval:  
21.09.2022

Signature of the Head of Department:  
Senior Lecturer, Maican Silvia, PhD.