

UČNI NAČRT PREDMETA / COURSE SYLLABUS

Predmet: CELOVITA KAKOVOST IN POSLOVNA ODLIČNOST
Course title: TOTAL QUALITY AND BUSINESS EXCELLENCE

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Upravljanje podeželja, 1. stopnja	-	3.	6.
Landscape management, 1 st level	-	3.	6.

Vrsta predmeta / Course type

Obvezni / obligatory

Univerzitetna koda predmeta / University course code:

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Klinične vaje work	Druge oblike študija	Samost. delo Individ. work	ECTS
30	10	20	-	-	90	5

Nosilec predmeta / Lecturer:

Franc Brcar

Jeziki / Languages:

Predavanja / Lectures: Slovenski / Slovenian

Vaje / Tutorial: Slovenski / Slovenian

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

Ni pogojev.

Prerequisites:

None.

Vsebina:

1. Spremembe kot problem in priložnost.
2. Celovita kakovost kot poslovna filozofija stalnega napredka.
3. Odličnost.
4. Od menedžmenta kakovosti do kakovosti menedžmenta.
5. Ekonomski vidik kakovosti.
6. Načela celovite kakovosti in poslovne odličnosti.
7. Modeli izboljševanja kakovosti in poslovne odličnosti.
8. Metode izboljševanja kakovosti in poslovne odličnosti.
9. Statistična orodja kontrole kakovosti.
10. Ne-statistična orodja kontrole kakovosti.
11. Standardizacija in standardi.
12. Funkcije kakovosti v organizaciji.
13. Primeri dobrih praks.

Content (Syllabus outline):

1. Change as an issue and opportunity.
2. Total quality as a business philosophy of continuous improvement.
3. Excellence.
4. From management quality to quality management.
5. Economic aspects of quality.
6. Principles of total quality management and business excellence.
7. Models of quality improvement and business excellence.
8. Methods of quality improvement and business excellence.
9. Statistical tools of quality control.
10. Nonstatistical tools of quality control.
11. Standardization and standards.
12. Quality functions in organizations.
13. Examples of good practices.

Temeljni literatura in viri / Readings:
Obvezna literatura / Required reading(s):

- E-gradiva predmeta | E-Course material.
- Marolt, J., & Gomišček, B. (2005). *Management kakovosti*. Kranj: Moderna organizacija.

Dodatna - dopolnilna / Recommended reading(s):

- Pivka, M. (2000). *Management kakovosti*. Maribor: Ekonomsko-poslovna fakulteta.
- Defeo, J. (2016). *Juran's Quality Handbook: The Complete Guide to Performance Excellence* (7. izd.). New York: McGraw Hill.
- Dodatna gradiva po presoji nosilca predmeta | Additional materials at the discretion of the course

leader.

Cilji in kompetence:

Študenti:

- 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 sistema vodenja organizacije s poudarkom na vodenju z zgledom, poslovnem komuniciranju, obvladovanju projektov, informatizaciji procesov in sistemskem razmišljanju.
- Usposobljenost za obvladovanje in nenehno izboljševanje dela v proizvodnih oziroma storitvenih organizacijah.

Objectives and competences:

Students:

- Comprehending and understanding processes, process-based organizations and the ability to manage continuous improvements.
- Ability to analyze, 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 organization with an emphasis on leadership by example, business communication, management of projects, informatisation of processes and systematic thinking.
- Training for managing and continuously improving work in production and service organizations.

Predvideni študijski rezultati:

Znanje in razumevanje:

- 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.

Intended learning outcomes:

Knowledge and understanding:

- Know and understand the importance and complexity of process approach to quality management and excellence in products and services.
- Know and understand the role and meaning of quality products and services in business relationships.
- Understand the interaction among factors that affect the efficiency and effectiveness of managing quality and business excellence.
- Know and use contemporary approaches, models, and tools for achieving continuous quality improvement of products, processes, and systems.
- Use basic knowledge and skills from the area of quality management and business excellence.
- Reflect and critically analyse various experiences

- Aktivno in kritično spremlja in reflektira aktualno dogajanje na področju menedžmenta kakovosti in poslovne odličnosti.
- V povezavi z drugimi predmeti pozna, razume in reflektira kompleksnost strokovnih in družbenih nalog zaposlenih pri obvladovanju 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.

- from the field of quality management and business excellence.
- Actively and critically monitors and reflects on current developments from the field of quality management and business excellence.
 - In connection with other subjects, know, understand, and reflect complex professional and social tasks of employees in quality management and business excellence.
 - Know and understands the position of management quality and business excellence within the broader social, cultural, and value-laden context as well as with reflection of these contexts develop an intellectual proactive attitude towards the world.

Metode poučevanja in učenja:

- Predavanja: Pri predavanjih študent spozna teoretične vsebine predmeta z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov).
- Vaje: Pri vajah študent utrdi teoretično znanje in spozna aplikativne možnosti (delo na osebni računalnik, spoznavanje menedžmenta kontrole kakovosti, uporaba statističnih in nestatističnih orodij kontrole kakovosti, ipd.).
- Animacija samostojnega študija in raziskovanja (motiviranje, usmerjanje, samoopazovanje, samouravnavanje, refleksija, samoocenjevanje).
- Individualne in skupinske konzultacije (diskusija, dodatna razlaga, obravnava specifičnih vprašanj).
- Aktivno učenje in projektno delo.
- Uporaba Microsoft Word in Excel.
- Pisanje članka: Seminarsko delo.
- e-izobraževanje (e-predavanja in e-vaje se lahko izvajajo v virtualnem elektronskem učnem okolju ali s pomočjo posebej v ta namen didaktično pripravljenih e-gradiv v virtualnem elektronskem učnem okolju)

Learning and teaching methods:

- Lectures: Students through active participation in lectures learn the theoretical contents of the course (presentation, discussion, questions, cases, problem solving).
- Tutorials: During tutorials, the student consolidates theoretical knowledge and becomes acquainted with its application (work on a personal computer, familiarization with quality control management, using of statistical and nonstatistical quality control tools, etc.).
- Facilitating independent study and research (motivating, directing, self-examination, self-regulation, reflection, and self-assessment).
- Individual and group consultation (discussion, additional explanation, specific issues).
- Active learning and project work.
- Using Microsoft Word and Excel.
- Writing professional article: Seminar work.
- e-learning (e-lectures and e-tutorials may be held in a virtual electronic learning environment or with the help of specially designed e-material in a virtual electronic learning environment)

Načini ocenjevanja:	Delež (v %) / Weight (in %)	Assessment:
Način (pisni izpit, ustno izpraševanje, naloge, projekt)		Type (examination, oral, coursework, project)
Pogoj za pristop k izpitu so pozitivne (55 % ali več) opravljene aktivnosti ter pozitivne (55 % ali več) opravljene obveznosti seminarske naloge.		To take the final exam, the student is required to successfully complete all activities and the assigned seminar work (with a 55% or more, respectively).
– Aktivno sodelovanje pri predavanjih in vajah s sprotnim preverjanjem znanja.	30%	– Active participation in lectures and tutorials with continuous assessment
– Seminarska naloga.	30%	– Final seminar paper.
– Ustni izpit v obliki javne predstavitve.	40%	– Oral exam in the form of a public presentation
Študent/študentka mora pred pristopom k		The student must prepare and defend an

izpitu pripraviti in zagovarjati empirično seminarsko nalogo.

empirical seminar paper as a prerequisite for the final exam.

Reference nosilca / Lecturer's references:

BRCAR, Franc. Statistika kriminala v letu 2020 v Sloveniji. *Revija za univerzalno odličnost : RUO*. jun. 2022, letn. 11, št. 2, str. 93-105. ISSN 2232-5204. https://www.fos-unm.si/media/pdf/RUO/2022-11-2/RUO_241_Brcar.pdf, <http://www.dlib.si/details/URN:NBN:SI:doc-5DQ5FD9R>, DOI: 10.37886/ruo.2022.007. [COBISS.SI-ID 129250563]

BRCAR, Franc. Sistematični pregled raziskav na FOŠ. *Revija za univerzalno odličnost : RUO*. sep. 2022, letn. 10, št. 3, str. 195-203. ISSN 2232-5204. https://www.fos-unm.si/media/pdf/RUO/2021-10-3/RUO_212_Brcar.pdf, DOI: 10.37886/ruo.2021.036. [COBISS.SI-ID 129255939]

BRCAR, Franc. Analiziranje IT okolja za prepoznavo revizijskih tveganj = Analysis of the IT environment to identify audit risks. V: BERGANT, Živko (ur.). *Zbornik referatov*. 5. Konferenca o analizi poslovanja, Ljubljana, 16. maj 2019. Ljubljana: Inštitut za poslovno računovodstvo: Visoka šola za računovodstvo in finance, 2020. Letn. 13, št. 2, str. 64-74. Poslovodno računovodstvo, Letn. 13, št. 2, junij 2020. ISSN 1855-4032. [COBISS.SI-ID 20723971]

BRCAR, Franc. Analiza varnosti v cestnem prometu v Sloveniji leta 2018. *Revija za univerzalno odličnost : RUO*. jun. 2019, letn. 8, št. 2, str. 144-152. ISSN 2232-5204. <https://www.fos-unm.si/media/pdf/RUO/2019-8-2/BRCAR.pdf>. [COBISS.SI-ID 29191683]

BRCAR, Franc, COLARIČ-JAKŠE, Lea-Marija. Analiza nesreč s traktorji v zadnjih 21-ih letih = The analysis of tractor accidents in the last 21 years. *Journal of landscape governance : JLG*. 2018, vol. 3, iss. 1, str. 55-62, ilustr. ISSN 2463-9834. <https://docs.google.com/a/vsgrm.unm.si/viewer?a=v&pid=sites&srcid=dW5tLnNpfHZzZ3JtdW5tfGd4OjM2MzA0YzYzVlN2I5NmQ>. [COBISS.SI-ID 28444727]