

**SYLLABUS**  
**Academic year 2024-2025**  
**Year of study II/ Winter semester I**

**1. Information on academic program**

1.1. University	„1 Decembrie 1918” University of Alba Iulia
1.2. Faculty	Faculty of Economics
1.3. Department	Business Administration and Marketing
1.4. Field of Study	Business Administration
1.5. Cycle of Study	Bachelor
1.6. Academic program / Qualification/ ESCO Code	Business Administration / 242102 Process improvement specialist, 242104 Process manager, 242110 Specialist in planning, control, and reporting of economic performance; ESCO Code 2421 - Management and Organisation Analysts

**2. Information of Course Matter**

<b>2.1. Course</b>		<b>Quality management</b>			2.2. Course code	BA 216.3	
<b>2.3. Course Leader</b>		Assistant.PhD Puțan Alina					
<b>2.4. Seminar Tutor</b>		Assisitant.PhD Ciolomic Ioana					
2.5. Academic Year	2	2.6. Semester	1	2.7. Type of Evaluation (E – final exam / CE - colloquium examination / CA -continuous assessment)	E	2.8. Type of course (C– Compulsory, Op – optional, F - Facultative)	C

**3. Course Structure (Weekly number of hours)**

3.1. Weekly number of hours	3	3.2. course	2	3.3. seminar	1
3.4. Total number of hours in the curriculum	42	3.5. course	28	3.6. seminar	14
Allocation of time					hours
a) Individual study of readers					30
b) Documentation (library)					14
c) Home assignments, Essays, Portfolios					12
d) Tutorials					-
e) Assessment (examinations)					2
f) Other academic activities (study visits, mentoring, projects )					

3.7 Total number of hours for individual study (a+b+c)	56
3.8 Total number of hours for academic activities (d+e+f+3.4)	44
3.9 Total number of hours per semester (3.7+3.8)	100
3.10 Number of ECTS	4

**4. Prerequisites (where applicable)**

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

**5. Requisites (where applicable)**

5.1. for the course	Classroom with video projector / board
5.2. for the seminar	Classroom with video projector / board

**6. Specific competences to be acquired (chosen by the course leader from the programme general competences grid)**

Competences/Study results	C1. Knowledge, understanding of the basic concepts, theories and methods of the field and area of specialization; their proper use in professional communication C2. Using basic knowledge to explain and interpret various types of concepts, situations,
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	processes, projects, etc. associated with the field C3. Application of basic principles and methods for solving well-defined problems/situations, typical of the field in conditions of qualified assistance C.4. Appropriate use of standard evaluation criteria and methods, in order to assess the quality, merits and limits of processes, programs, projects, concepts, methods and theories
Transversal competences	-

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

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

### 8. Content

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

### Bibliography

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; Plesoiu, 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 Contabilececcar, București, 2012;  
 7. \*\*\*Manual De Standarde Internationale De Audit Si Control De Calitate: Audit Financiar 2009, Ed. Irecson, 2009;  
 \*\*\*Revista Calitatea Acces La Success (Disponibilă On-Line La Srac.Ro.Calitatea) ; \*\*\*Sren Iso 9001:2001, Sisteme De Management Al Calității, Cerințe.

## 8.2. Seminar

1. Quality - concept, implications	Conversation, Examples, Team work, Role playing	2 hours
2. Modern techniques and instruments of quality management	Conversation, Examples, Team work, Role playing	2 hours
3. Total quality management	Conversation, Examples, Team work, Role playing	2 hours
4. ATQM implementation patterns in Romania	Conversation, Examples, Team work, Role playing	2 hours
5. Quality planning	Conversation, Examples, Team work, Role playing	2 hours
6. Quality control	Conversation, Examples, Team work, Role playing	2 hours
7. Quality costs or costs about quality	Conversation, Examples, Team work, Role playing	2 hours

## Bibliography

1. Bill; Richardson, Roy, Business Planning An Approach To Strategic Management, Richardson, S.L.:Pitman,1989
2. Dragolea, L.; Diaconescu, D. A. ,Educational Quality Management, Gliwice:Polish Association Of Information Society,2012
3. Jennings, Marianne Moody,Business: Its Legal, Ethical And Global Environment, S.L.:West Publishing Company,2000
4. \*\*\*, S.L.:Mcgraw-Hill Book Company,S.A Quantitative Methods For Management Decisions,
5. Steiner, George A, Top Management Planning, London:The Macmillan Company,1969
6. \*\*\*, Czestochowa:Wydawnictwa Politechniki, 2010tourism, Quality & Management: Challenges For Devlopement And Sustainability

## 9. Corroboration of course contents with the expectations of the epistemic community's significant representatives, professional associations and employers in the field of the academic programme

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. Assessment

Activity type	10.1 Evaluation criteria	10.2 Evaluation methods	10.3 Percent in the final grade
10.4 Course	Final evaluation	Written paper	70%
10.5 Seminar	Continuous assessment	Laboratory activities - project	30%

### 10.6 Minimum performance standard:

- It is necessary to obtain a minimum grade 5 (five) in order to pass this subject;
- In order to pass the subject, it is mandatory to take the evaluation test.

Fill in date  
14.09.2024

Course leader signature  
Assistant.PhD Puțan Alina

Seminar tutor signature  
Assistant.PhD Ciolomic Ioana Andreea

Approval date in department  
16.09.2024

Department director's signature,  
Associate Professor PhD. Maican Silvia