COURSE SYLLABUS

University	UNIVERSITY OF ORADEA
Faculty	FACULTY OF ENERGY ENGINEERING AND INDUSTRIAL MANAGEMENT
Study program*	*INDUSTRIAL ECONOMICS ENGINEERING*

I. Course Name: Quality Management

II. Course Details

No of hours/week						
Code	Semester	Credits	Lecture	Seminar	Laboratory	Project
IEMI 0153	V	5	2	2	-	-

III. Course coordinator (title, name, surname, e-mail):
Lecturer Phd, Nicoleta Andreescu, nandreescu@uoradea.ro

IV. Course objectives

Familiarizing students with the basic concepts and notions in the field of quality management.

Acquiring skills in understanding the process of implementing the quality management system.

Developing a managerial mindset that serves to correctly assess opportunities and risks in the actions taken;

Knowing and using the main techniques used in quality management;

V. Course content	No. of hours
V.1. Lecture (chapters/subchapters and paragraphs)	
1. The concept of quality	2
2. Theoretical foundations of quality management	4
3. Total quality management	4
4. Quality planning	2
5. Internal and external quality assurance	2
6. Quality audit	4
7. Quality costs	4
8. Quality management system documents	2
9. Classical techniques and tools used in quality management - the seven classical tools	2
10. Classical techniques and tools used in quality management - the seven new tools	2
V.2. Laboratory/Seminar/Project:	
1.Defining the concept of quality	4
2. Common and divergent points of view in the concept of quality	2
3. ISO 9000 and ISO 14000 series of standards	6
4. The relationship between quality and business performance	2
5. Determining and evaluating quality costs	4
6. Quality policy and quality objectives	2
7. Documentation for a Quality System for a real or virtual organization	4
8. What are the 7 classical quality techniques	2
9. The 7 new quality techniques	2

VI. Bibliography

- Atanase, I. şi colectiv, "Managementul calităţii – concepte şi principii", Ed. ASE, Bucureşti, 1999
- Dogaru, M.M., Managementul calității, Ed. Universitară, București, 2016
- Juran, J.M., Planificarea calității, Editura Teora, București, 2000
- Olaru M., Managementul calităţii, Editura Economică, Bucureşti, 2021
- Kifor, C., Ingineria Calităţii, Suport de curs, 2021.
- Andreescu, N., Note de curs, document disponibil online pe platforma u.oradea.ro, 2025
- SR EN ISO 9000:2015 *"Sisteme de management al calităţii. Principii fundamentale şi vocabular"*
- SR EN ISO 9001:2015*"Sisteme de management al calităţii. Cerinţe"*

VII. Grading criteria

Activities	Assesment	% of final grade

Exam	Written exam: 1.Requirements in order to get the minimum grade for passing the exam: For the minimum grade, 60% resolution of each requested topic. 2. Requirements for the maximum grade Alternative assessment methods are used, which include: the student's portfolio (papers, short tests along the way, debate activity) and the final written examination.	50%
Seminar/Laboratory/Project	The evaluation of the seminar activity is based on the papers (40%) and on the method of active participation in debates (10%).	50%

VIII. Learning outcomes:

The ability to operate with the concepts specific to the subject studied;
The ability to apply theoretical knowledge in practice;

Course coordinator,
Nicoleta Andreescu