



## Quality and service management (IBA-017)

(KVALITEEDI- JA TEENINDUSJUHTIMINE)

### SUBJECT DESCRIPTION

<b>Credits (ECTS)</b>	3.00 ECTS
<b>Assessment</b>	grading
<b>Aim of the subject and short description</b>	
<p>The aim of the course is to enable the learner to acquire competencies in managing a company's quality management process. The essence of quality. Quality management terminology. The nature and development of quality management. Quality indicators. Quality management systems and standards. Process management. Standardization and continuous improvement. Certification. Accreditation. Audit. Total quality management. Principles of quality management. Self-assessment. External assessment. Management quality models and their development. EFQM model and principles. Estonian National Recognition Scheme. Comparison of different quality management models. Methods and processes for solving quality problems.</p>	
<b>Learning outcomes:</b>	
<p>Student:</p> <ol style="list-style-type: none"><li>1. knows the principles, concepts, models, and standards of quality management;</li><li>2. is familiar with problem-solving tools;</li><li>3. assesses the management quality of an organization using the EFQM model and the self-assessment matrix method</li></ol>	