

# Quality Management – an International Master Programme

(Methodology Used, Programme Structure, Credits Allocation)



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# Master in Quality Management - history

- Started in 2000 – the first Master in QM in Romania
- 2002 – Long distance, elearning platform
- 2010 – Reaccreditation in Romanian  
–Accreditation in English



# Environment

- EQF
- EUR-ACE Framework Standards for the Accreditation of Engineering Programmes
- Romanian Education Law / 1995 / 2011
- ARACIS – Romanian accreditation agency
- ACPART – Romanian Agency for Qualification in HE
  
- LBUS chart & mission
- Other interested parties (Industry / socio – economic) needs



# Mission

- *The **Master in Quality Management** is an interdisciplinary degree master program that shapes skilled graduates as well as experienced managers by providing them a solid knowledge of quality management and other related management systems.*



# Competences

- **Knowledge and understanding:** the philosophical, analytical and statistical framework that enables an organisation to effectively convey to Quality Management; synthesise the chronological framework beneath which quality management developed internationally
- **Applying knowledge and understanding:** evaluate and apply different statistical process control, reliability and experimental research techniques used in production and services and effectively apply the tools and techniques of quality improvement. Acquire and implement an holistic approach to the management of quality systems that includes leadership, strategic planning and human resources management.
- **Making judgements:** provide an understanding of how marketing, technology, people and information can be utilised to satisfy customer needs in different sectors; how to integrate environment quality and occupational health & safety to quality management systems in a holistic approach
- **Communication:** learn how to work in teams, looking for solutions to specific problems; how to communicate in different scenarios at different hierarchical levels, to specialist and non-specialist audiences
- **Learning skills:** prove an appreciation for learning as a lifelong process; reflection, problem based learning, learning by doing as key learning strategies



# The curriculum

Nr. crt.	Subjects		1 <sup>st</sup> sem.				2 <sup>nd</sup> sem.				3 <sup>rd</sup> sem.				4 <sup>th</sup> sem.				Final evaluation	Credit points	Total hours / subject				
			C	S	L	P	C	S	L	P	C	S	L	P	C	S	L	P			C	S	L	P	Total
0	1		2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
1.	<i>Statistical process control</i>		2		2														E1	8	28		28		56
2.	<i>Reliability and mentenability</i>		2		2														E1	8	28		28		56
3.	<i>Experimental research and data processing</i>		1		2														E1	7	14		28		42
4.	Opt. A	<i>Information and communciation techniques</i>	1	2																			42		
5.		<i>Scientific knowledge techniques</i>																					14	28	
6.	<i>Quality tools</i>						2		1										E2	8	28		14		42
7.	<i>Project – continuous improvement</i>									2									V2	4				28	28
8.	<i>Quality policies and institutional mechanisms</i>						2	2											E2	8	28	28			56
9.	<i>Human resources in organizations</i>						2	1											E2	7	28	14			42
10.	Option B	<i>Environment management</i>																	E2	4	14	14			28
11.		<i>Sustainable development management</i>					1	1																	

1 semester: 14 weeks

1 credit = 27 hours



# The curriculum

1.	<i>Occupational health and safety management systems</i>									2	2							E3	8	28	28			56
2.	<i>Total Quality Management</i>									2	2							E3	8	28		28		56
3.	<i>Marketing Management</i>									2	1							E3	7	28	14			42
4.	Option C <i>Audit and certification of quality system</i>									2	1							E3	7	28	14			42
5.	<i>Management of suppliers</i>																							
6.	<i>Dissertation preparation</i>									100 ore								C4	30					
<b>Total</b>																								
	<i>Total number of credits / semester</i>	30				30				30				30					120					
	<i>Presentation of the dissertation</i>																							
<i>Credit points</i>																								
	<i>No. of hours / week</i>	6	2	6		7	4	1	2	8	6							Total		<b>294</b>	<b>140</b>	<b>126</b>	<b>28</b>	<b>588</b>
	<i>Total hours / week / semester</i>	14/196				14/196				14/196														
	<i>No. of exams / term papers / projects</i>	4/-/-				4/-/1/				4/-/1/														
C –lectures S –seminar L –laboratory P –project																								



# Syllabus

Course:		<b>Quality tools</b>			
Code:					
Specialisation:		Master – Quality Management			
Department:					
Faculty:		Engineering			
University:		Lucian Blaga Univ. of Sibiu			
Year of study:	1	Semester	2	Type of final evaluation	ex
Course requirement type (DI=compulsory/ DO=optional/DF=free choice):			DI	Number of credits:	8
Type of knowledge the course presents (DF= fundamental.; DI= engineering; DS=characteristic; DC=complementary)					
Total teaching hours		42		Total hours/semester	42

<b>Course instructor: Prof. Claudiu Kifor PhD</b>					
	<b>C</b>	<b>S</b>	<b>L</b>	<b>P</b>	<b>Total</b>
Total hours / sem	28	-	14	-	42

<b>Objectives.</b>	
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Thematic content (description)	<b>The thematic of the courses</b>		
	No.	The subject	No. of hours
	1.	Quality techniques and tools. Definition and history	2
	<b>Total</b>		<b>28</b>
	<b>The thematic of the seminars/laboratories/case studies</b>		
	1	Six sigma improvement process	2
	Total		14
Teaching methods	-		
Establishing the final grade (percentage)	- the answers from exam/ colloquy (final evaluation)		
	- the final answers to the practice work in laboratory		
	- periodic testing through test papers		
	- continuous testing on-going semester		
	- activities like homework/ essays/ translations/ projects/		
	-other activities ( <i>specify</i> ).....		
	- Total		100%
<b>Minimum requirements for 5</b>		<b>Requirements for 10</b>	
<b>TOTAL of individual study hours / semester =</b>			
<b>Bibliography</b>	1.		
Teaching materials and infrastructure			



# Master in Quality Management - facts and future

- Cooperation with Industry – QM managers as teachers
- Cooperation with industry – short stages and visits
- International academics
- Future:
  - integrate with the National qualification framework (quality manager, auditor etc.)
  - Erasmus Mundus students



# Other achievements in QM

- 2009 - Competence centre in QM in HE
  - About 100 Romanian university managers (rectors, vice-rectors, deans, vice – deans, department directors etc) trained in QM
- 2010 - Unesco Chair in QM