

**UČNI NAČRT PREDMETA / COURSE SYLLABUS**

**Predmet:** Menedžment kakovosti  
**Course title:** Quality Management

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Mediji in novinarstvo / Media and Journalism	Program nima smeri / Program has a single course	drugi, tretji / second, third	drugi / second
Visokošolski strokovni / B.A.			

**Vrsta predmeta / Course type**

izbirni / elective

**Univerzitetna koda predmeta / University course code:**

MenK / QMan

Predavanja / Lectures	Seminar / Seminar	Vaje / Tutorial	Klinične vaje / Practical exercises	Druge oblike študija / Other forms of study	Samost. delo / Individ. work	ECTS
20		40			120	6

**Nosilec predmeta / Lecturer:**

pred. Goran Babić / Lect. Goran Babić

**Jeziki /  
Languages:**

**Predavanja /  
Lectures:** slovenščina, angleščina / Slovene, English

**Vaje / Tutorial:** slovenščina, angleščina / Slovene, English

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

Študent/študentka mora pred pristopom k izpitu pripraviti in zagovarjati empirično seminarsko nalogo.

**Prerequisites:**

Before entering the exam, students must prepare and defend an empirical paper.

**Vsebina:**

- Kakovost, definicije, zgodovinski razvoj.
- Merjenje kakovosti, model kakovosti.
- Sistemi vodenja kakovosti in standardi ISO.
- Presoje sistemov vodenja kakovosti.
- Načrtovanje kakovosti.
- Celovito obvladovanje kakovosti.
- Ključni modeli menedžmenta kakovosti.
- Orodja menedžmenta kakovosti.
- Uvajanje modelov menedžmenta

**Content (Syllabus outline):**

- Quality, definitions of quality, historical development
- Measurement of quality, quality models
- Systems of quality management and ISO standards
- Verifications of quality management systems
- Quality planning
- Total Quality Management
- Key models of quality management
- Tools of quality management

kakovosti v prakso.

- Kakovost v storitvah.
- Kakovost v socialnem delu.

- Introduction of quality management models to the practice
- Quality in services
- Quality in social work

### Temeljni literatura in viri / Readings:

Evans, James, William, Lindsay. 2024. *Managing for quality and performance excellence*. Cengage Learning.

Defeo, Joseph A. 2023. *Juran's quality handbook 7E (PB)*. McGraw-Hill.

Luthra, Sunil, Garg, Dixit, Agarwal, Ashish, Mangla, Sachin K. 2020. *Total Quality Management (TQM) Principles, Methods, and Applications*. US: CRC Press.

### Cilji in kompetence:

- poznavanje in razumevanje družbenih procesov;
- razvoj kritične in samokritične presoje;
- sposobnost fleksibilne uporabe znanja v praksi;
- poznavanje koncepta kakovosti in vztrajno prizadevanje za kakovost strokovnega dela skozi avtonomnost, (samo)kritičnost, (samo)refleksivnost in (samo)evalviranje v strokovnem delu;
- razvoj sposobnosti in spretnosti za komuniciranje v domačem in mednarodnem okolju;
- etična refleksija in zavezanost profesionalni etiki v družbenem okolju z vestnim spoštovanjem načela resnicoljubnosti, svobode, odgovornosti, odprtosti, strpnosti, pluralizma, ustvarjalnosti, izvirnosti, uravnoteženosti, pravičnosti, poštenosti;
- sposobnost timskega dela, zmožnost vzpostavljanja in vzdrževanja kooperativnih odnosov za delo v skupini in z uporabniki;
- zmožnost za prepoznavanje in izkoriščanje priložnosti, ki se ponujajo v delovnem in družbenem okolju (ki se izkazujejo kot podjetniški duh in aktivno državljanstvo);
- sposobnost povezovanja koherentno obvladanega temeljnega znanja, pridobljenega pri obveznih predmetih,

### Objectives and competences:

- Knowledge and understanding of social processes
- Development of critical and self-critical judgment
- Ability to flexibly apply knowledge in practice
- Knowledge of the concept of quality and persistent efforts for the quality of professional work through autonomy, (self)criticality, (self)reflexivity and (self)evaluation in professional work
- Development of communication skills in the domestic and international environment
- Ethical reflection and commitment to professional ethics in the social environment with conscientious respect for the principle of truthfulness, freedom, responsibility, openness, tolerance, pluralism, creativity, originality, balance, fairness, honesty
- Ability to work in a team, ability to establish and maintain cooperative relationships to work in a group and with users
- Ability to identify and take advantage of opportunities offered in the work and social environment (which are manifested as an entrepreneurial spirit and active citizenship)
- The ability to integrate coherently

ter njegova uporaba v praksi;

- vzgoja in razvoj potrebe po samostojnem ustvarjanju na podlagi pridobljenih ustreznih strokovnih znanj in praktičnih veščin brez katerih je delovanje posameznikov in skupin v sodobnih medijskih organizacijah preprosto nemogoče;
- vzgojitev primernih individualnih vrednot, vrlin in dobrih običajev kot tudi skupinskih vrednotnih sistemov, ki so nujni pogoj uspešnega delovanja sodobnih medijev in medijev v razvitem svetu;
- organizacijske in vodstvene spretnosti potrebne za načrtovanje, usmerjanje, spodbujanje, nadziranje, ocenjevanje in nagrajevanje samostojnega, vestnega in profesionalnega dela in/ali ustvarjanja posameznikov in skupin znotraj medijskih organizacijah;
- plodno komuniciranje z različnimi deležniki na področju medijev.

mastered basic knowledge acquired in compulsory subjects and its application in practice

- Education and development of the need for independent creation on the basis of acquired relevant professional knowledge and practical skills without which the operation of individuals and groups in modern media organizations is simply impossible
- Education of appropriate individual values, virtues and good customs as well as group value systems, which are a necessary condition for the successful operation of modern media and media in the developed world
- Organizational and leadership skills needed to plan, guide, promote, supervise, evaluate and reward independent, conscientious and professional work and / or the creation of individuals and groups within media organizations
- Fruitful communication with various stakeholders in the field of media

#### **Predvideni študijski rezultati:**

Študent:

- 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

#### **Intended learning outcomes:**

Students:

- Understand the importance and complexity of the process approach to quality management and excellence in products and services
- Understand the role and importance of quality products and services in business relationships
- Understand Interaction between factors that affect the efficiency and effectiveness of quality management and business excellence
- Know and use modern approaches, models and tools to achieve and continuous quality improvement of products, processes and systems
- Use the basic knowledge and skills in the field of quality management and business excellence
- Reflect on and critically evaluates a

izkušnje s področja menedžmenta kakovosti in poslovne odličnosti;

- aktivno in kritično spremlja in reflektira aktualno dogajanje na področju menedžmenta kakovosti in poslovne odličnosti, vključujoč mednarodno perspektivo;
- 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.

variety of experience in the field of quality management and business excellence

- Actively and critically monitor and reflect current developments in the field of quality management and business excellence, including international perspective
- Understand the placement of quality management and business excellence in the wider social, cultural and value context and the reflection of these contexts develop intellectually active attitude towards the world

**Metode poučevanja in učenja:**

- predavanja z aktivno udeležbo študentov (razlaga, diskusija, vprašanja, primeri, reševanje problemov);
- seminarske vaje (refleksija izkušenj, projektno delo, timsko delo, metode kritičnega mišljenja, diskusija, sporočanje povratne informacije, socialne igre);
- uporaba spletne učilnice oziroma drugih sodobnih IKT orodij;
- individualne in skupinske konzultacije (pogovori, dodatna razlaga, obravnava specifičnih vprašanj);
- animacija samostojnega študija in raziskovanja (motiviranje, usmerjanje, samoopazovanje, samouravnavanje, refleksija, samoocenjevanje).

**Learning and teaching methods:**

- Lectures with active participation of students (explanation, discussion, questions, examples, problem solving)
- Seminar exercises (reflexion on experiences, project work, team work, methods of critical thinking, discussion, feedback, social games)
- Use of online classroom or other contemporary ICT tools
- Individual and group consultations (interviews, additional explanation, addressing specific questions)
- Animation of independent study and research (motivation, guidance, self-observation, self-regulation, reflection, self-assessment)

**Načini ocenjevanja:**

Načini:

- Pisni izpit
- Empirična seminarska naloga ter predstavitev naloge

Ocenjevalna lestvica – skladno s Pravilnikom o preverjanju in ocenjevanju znanja.

Delež (v %) /  
Weight (in %)

70%

30%

**Assessment:**

Types:

- Written exam
- Empirical seminar paper assignment and presentation

Grading scale – in accordance with the Faculty’s Rules on Assessment and Evaluation of Knowledge.

### Reference nosilca / Lecturer's references:

V zadnjih letih je predavatelj pridobil poglobljeno znanje o sistemih in menedžmentu kakovosti. Kot vodja računovodske službe na Fakulteti za uporabne družbene študije v delovni proces uspešno uvaja sistematičen pristop k izboljšanju procesov po metodi nenehnega izboljševanja (metoda PDCA - načrtuj, izvedi, preveri, ukrepaj), in uporablja orodja, s katerimi je mogoče optimizirati postopke kontrole kakovosti. Vpeljal je nadzor kakovosti, s katerimi je fakulteta povečala skladnost in poenostavitev postopkov za učinkovitejše poročanje ter uporabo sredstev. Kot vodja računovodske službe že 5 let izvaja in nadzira sisteme za zagotavljanje kakovosti finančnih procesov, skladne z računovodskimi standardi in predpisi v visokošolskem sistemu. Poleg tega je v tem času vodil projekt razvoja informacijskega sistema, sistem uspešno implementiral v poslovanje, kar je zmanjšalo napake ter izboljšalo zadovoljstvo zaposlenih in strank. V zadnjem obdobju je izobraževal svojo ekipo glede najboljših praks in prispeval k razvoju organizacijske kulture, usmerjene v kakovost. / In recent years, the lecturer has acquired in-depth knowledge of quality systems and management. As head of the accounting department at the Faculty of Applied Social Studies, he has successfully implemented a systematic approach to process improvement, utilizing the continuous improvement method (PDCA - Plan, Do, Check, Act) and various tools to optimize quality control procedures. He has introduced quality control measures that enhance compliance and streamline processes for more efficient reporting and resource utilization. For the past five years as head of the accounting department, he has implemented and supervised quality assurance systems for financial processes, ensuring alignment with accounting standards and higher education regulations. Additionally, he has led a project to develop an information system, successfully integrating it into operations, which has reduced errors and improved both employee and client satisfaction. Recently, he has also educated his team on best practices and contributed to fostering an organizational culture centred on quality.

Že 5 leto na svoji podjetniški poti vpeljuje znanja s področja menedžmenta kakovosti, in sicer z uvajanjem sistematičnih procesov, optimizacijo delovnih tokov in stalnim usklajevanjem z najnovejšimi standardi kakovosti. Osredotočil se je na izboljšanje učinkovitosti, zmanjšanje napak ter povečanje zadovoljstva strank, kar je privedlo do večje konkurenčnosti podjetja in trajnostne rasti. Poudarek je na zaščiti okolja in dolgoročni trajnostni rasti. / In his entrepreneurial career over the past five years, he has applied his knowledge of quality management by implementing systematic processes, optimizing workflows, and continuously aligning with the latest quality standards. He has focused on improving efficiency, reducing errors, and increasing customer satisfaction, which has enhanced the company's competitiveness and driven sustainable growth, with a commitment to environmental protection and long-term sustainability.

Kot predsednik Društva joga v vsakdanjem življenju Nova Gorica, ki ima 35 članov in preko 160 vadečih letno, je odgovoren za strateško vodenje in zagotavljanje visoke kakovosti delovanja društva. V tej vlogi je uvedel sistematičen pristop k načrtovanju in izvedbi aktivnosti, s čimer je izboljšal učinkovitost projektov, z učinkovitimi komunikacijskimi kanali povečal sodelovanje članov in dosegel večjo prepoznavnost društva na Goriškem. Z organiziranjem različnih dogodkov, delavnic, izobraževanj in aktivnosti spodbuja člane k stalnemu razvoju ter ustvarja spodbudno in produktivno okolje, osredotočeno na kakovost in trajnosten razvoj društva. Društvo je zavezano k nenehnemu izboljševanju in visokim standardom kakovosti na vseh področjih. / As president of the "Yoga in Everyday Life" Association in Nova Gorica, which includes 35 members and over 160 participants annually, he is responsible for strategic leadership and maintaining high-quality operations. In this role, he has introduced a systematic approach to planning and executing

activities, which has improved project efficiency, increased member participation through effective communication channels, and raised the association's visibility in the Goriška region. Through organizing various events, workshops, training sessions, and activities, he encourages continuous development among members and fosters a supportive, productive environment focused on quality and the sustainable growth of the association. The association remains committed to continuous improvement and high-quality standards across all areas.