

SYLLABUS

Course basic data			
Academic unit:	Faculty of Tourism and Environment		
Course title:	Quality Management in Hospitality		
Level:	Bachelor		
Course status:	Elective		
Year of study:	II		
Number of hours per week:	4		
Value in credits – ECTS:	5		
Time / location:			
Course leader:			
Contacting details:			
Course description			
Course description	<i>The course gives students the basic concepts and knowledge of quality management.</i>		
Course aims:	<i>This module is designed to provide a comprehensive coverage of quality management in the hotel sector. Special emphasis will be placed on both the theory and application of quality management.</i>		
Learning outcomes:	<p><i>Upon successful completion of this module, students will be able to:</i></p> <ul style="list-style-type: none"> • <i>understand quality management, strategic perspective and from a continuous integration systems for improvement, as a part of the strategic management of their respective organizations,</i> • <i>plan, organize and perform quality measurement,</i> • <i>understand that the quality products and services are the result of quality processes,</i> • <i>use the philosophy and quality tools in their personal lives and professional.</i> 		
Contribution in Student's learning (should correspond with Students learning outcomes)			
Activity	Hrs	Days/weeks	Total
Lectures and exercises	4	15	60
Practical work			
Contact hours/consultations with lecturer	1	5	5
Exercises in the field			
Tests, seminars	2	5	10
Home work			

Student's independent study time (library or home)	3	10	30
Final preparation for exam	3	6	18
Time spent during assessment (tests, quizzes, final exam)	2		2
Projects, presentations, etc.			
Total			125
Teaching methodology:			
	<i>Lectures, individual work, seminar tasks, mid-term exam, essay, discussion, group work, 1 stimulation séance.</i>		
Assessment methods :			
	<i>Midterm test 20% Attendance and participation 10% Final exam 70% (Final exam will be comprised by different multiple choice questions, open questions, and a case study analysis)</i>		
List of references			
Basic literature:	1. Venetike Nakuçi "Manaxhimi i Cilësisë", Tiranë		
Additional literature:	2. Prof.Dr. Nysret Taraku Menaxhimi i kualitetit, ISO Standardet, Menaxhimi i institucioneve. 3. The Certified Manager of Quality /Organizational Excellence, ASQ Quality Press.		
Lectures timeline:			
Week	Lectures		
Fist week:	Principal concepts of product quality and service quality V. Nakuçi "Manaxhimi i Cilësisë", Tiranë 2000, Pjesa e I, Kapituli I, J.M.Juran,,Juran od leadership for quality" viti 1989		
Second week:	Total Quality Management (concepts and principals) V. Nakuçi "Manaxhimi i Cilësisë", Tiranë 2000, Pjesa e I, Kapituli II, J.M.Juran,,Juran od leadership for quality" viti 1989		
Third week:	Measuring quality V. Nakuçi "Manaxhimi i Cilësisë", Tiranë 2000, Pjesa e I, Kapituli III, J.M.Juran,,Juran od leadership for quality" viti 1989		
Fourth week:	Techniques and methods of TQM V. Nakuçi "Manaxhimi i Cilësisë", Tiranë 2000, Pjesa e I, Kapituli IV, J.M.Juran,,Juran od leadership for quality" viti 1989		
Fifth week:	Standardization and its effects V. Nakuçi "Manaxhimi i Cilësisë", Tiranë 2000, Pjesa e I, Kapituli V,		

	<i>J.M.Juran,,Juran od leadership for quality” viti 1989</i>
Sixth week:	Total Cost of Quality <i>V. Nakuçi “Manaxhimi i Cilësisë”, Tiranë 2000, Pjesa e I, Kapituli VI, J.M.Juran,,Juran od leadership for quality” viti 1989</i>
Seventh week:	Student assessment – Midterm test
Eighth week:	Organizing Quality <i>V. Nakuçi “Manaxhimi i Cilësisë”, Tiranë 2000, Pjesa e II, Kapituli VII, J.M.Juran,,Juran od leadership for quality” viti 1989</i>
Ninth week:	Basic Principals and Concepts of Quality Circles <i>V. Nakuçi “Manaxhimi i Cilësisë”, Tiranë 2000, Pjesa e II, Kapituli VIII, J.M.Juran,,Juran od leadership for quality” viti 1989</i>
Tenth week:	Quality Training and Quality Culture <i>V. Nakuçi “Manaxhimi i Cilësisë”, Tiranë 2000, Pjesa e II, Kapituli IX-X, J.M.Juran,,Juran od leadership for quality” viti 1989</i>
Eleventh week:	Quality Planning <i>V. Nakuçi “Manaxhimi i Cilësisë”, Tiranë 2000, Pjesa e III, Kapituli XI, J.M.Juran,,Juran od leadership for quality” viti 1989</i>
Twelwth week:	Total Quality Control <i>V. Nakuçi “Manaxhimi i Cilësisë”, Tiranë 2000, Pjesa e III, Kapituli XII, J.M.Juran,,Juran od leadership for quality” viti 1989</i>
Thirteenth week:	Statistical Quality Control <i>V. Nakuçi “Manaxhimi i Cilësisë”, Tiranë 2000, Pjesa e III, Kapituli XIII, J.M.Juran,,Juran od leadership for quality” viti 1989</i>
Fourteenth week:	Reliability <i>V. Nakuçi “Manaxhimi i Cilësisë”, Tiranë 2000, Pjesa e III, Kapituli XIV, J.M.Juran,,Juran od leadership for quality” viti 1989</i>
Fifteenth week:	Quality improvement <i>V. Nakuçi “Manaxhimi i Cilësisë”, Tiranë 2000, Pjesa e III, Kapituli XV J.M.Juran,,Juran od leadership for quality” viti 1989</i>
Academic policies and rules of conduct:	
<i>Regular attendance, maintaining the order and active engagement in dialogue during lectures and exercises is compulsory.</i>	

