

SYLLABUS

Basic data of the course			
Academic unit:	Faculty of Tourism and Environment		
Course title:	Quality Management in Hospitality		
Level:	Bachelor		
Status of the course:	Obligatory		
Study year:	III		
Number of hours for week:	3		
Value of ects – ECTS:	5		
Time /location:			
Teacher of the course:	Mimoza Zhubi		
Contact detail:	mimoza.zhubi@ushaf.net		
Course description			
Course description	In this course we will elaborate the concepts and basic knowledge of quality in management, especially in the catering sector, the procedures applied to assess good quality, ISO standards, certifications and accreditations that are needed.		
Aim of course:	The aim of this course is to know the quality of product and service through direct measurement of quality following the same perception for each customer, by taking into account available resources and their needs.		
Learning outcomes:	<p>After a successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"> • Demonstrate knowledge on a series of modern quality management techniques; • Illustrate their critical point of views regarding the basics of quality of product and service; • Plann, organize and perform quality measurements; • Understand that a qualitative product and service is a result of the process of continuous quality evaluation. 		
Contribution to student workload (which therefore should correspond with results of students outcomes)			
Activity	Hour	Day/Week	Total
Lecture	2	15	30
Theoretical exercises / laboratory	1	15	15
Practical work			
Contacts with teacher / consultations	2	4	8
Exercises in field	3	2	6
Kolloquium, seminar	1	1	1
Home work			

Self study time of the student (at the library or at home)	3	15	45
Final preparation for the exam	6	3	18
Time spent on evaluation (tests, quiz, final exam)	2	1	2
Projects, presentations, etc.			
Total			125

Teaching Methodology	The course will be attended for 15 weeks with a duration of 2 hour for one lecture, when there will be discussed the theoretical concepts and will be offered explanations regarding the quality management in hospitality, and 1 hour of group practice each week. During these group practice hours, there will be discussion with concrete examples to the specific topic discussed during the lecture. This form of practice will help the students to achieve knowledge on logical theoretical concepts and apply such knowledge in the practice of quality management in hospitality.
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Assessment methods	Power point presentation 10 %, Preliminary tests during the semester 10 %, Attendance 10 %, Final test 70 %. Total: 100%.
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Literature

Basic literature:	1. Venetike Nakuçi "Quality Management", Tirana, 2000. 2. Jens J. Dahlgard, Kai Kristensen, Gopal K.Kanji, "Fundamentals of Total Quality Management", 2007.
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Additional Literature:	1. J. M. Juran "Juran od leadership for quality", 1989.
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Designed learning plan:

Week	The lecture that will be proceeded:
First week:	Principal concepts of product quality and service quality Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter I; J. M. Juran "Juran od leadership for quality", 1989.
Second week:	Total Quality Management (concepts and principals) Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter II; J. M. Juran "Juran od leadership for quality", 1989.
Third week:	Measuring quality Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter III;

	J. M. Juran "Juran od leadership for quality", 1989.
Fourth week:	Techniques and methods of TQM Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter IV; J. M. Juran "Juran od leadership for quality", 1989.
Fifth week:	Standardization and its effects Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter V; J. M. Juran "Juran od leadership for quality", 1989.
Sixth week:	Total Cost of Quality Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter VI; J. M. Juran "Juran od leadership for quality", 1989.
Seventh week:	First intermediate test
Eighth week:	Organizing Quality Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter VII; J. M. Juran "Juran od leadership for quality", 1989.
Nineth week:	Basic Principals and Concepts of Quality Circles Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter VIII; J. M. Juran "Juran od leadership for quality", 1989.
Tenth week:	Quality Training and Quality Culture Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter IX-X; J. M. Juran "Juran od leadership for quality", 1989.
Eleventh week:	Quality Planning Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter XI; J. M. Juran "Juran od leadership for quality", 1989.
Twelfth week:	Total Quality Control Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter XII; J. M. Juran "Juran od leadership for quality", 1989.
Thirteenth week:	Statistical Quality Control Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter XIII; J. M. Juran "Juran od leadership for quality", 1989.
Fourteenth week:	Reliability ; Quality improvement Literature: Venetike Nakuçi "Quality Management", Tirana, 2000. Part I, Chapter XIV-XV; J. M. Juran "Juran od leadership for quality", 1989.
Fifteenth week:	Second intermediate test

Academic policies and rules of conduct:

- Regular and active attendance of students in lectures, practice work and project presentations;
- Fulfillment of the duties and responsibilities by students and come prepared in the lecture;
- Polite communication and respect toward colleges and professors;
- Respect the ideas and opinions of others;
- Be quiet during lectures, turn off the phone, come in time for the lecture.