

General Information	
Academic subject	Quality Theory and Technique [cod. 009359]
Degree course	<i>Business Professional Consulting</i>
Curriculum	
ECTS credits	6
Compulsory attendance	No
Language	Italiano

Subject teacher	Name Surname	Mail address	SSD
	Vera Amicarelli	vera.amicarelli@uniba.it	SECS-P/13

ECTS credits details			
Basic teaching activities			

Class schedule	
Period	I semester
Year	II
Type of class	Lecture – workshops – project work

Time management	
Hours	42
Hours of lectures	42
Tutorials and lab	

Academic calendar	
Class begins	September 2017
Class ends	December 2017

Syllabus	
Prerequisites/requirements	Prerequisites with General Accounting SECS-P/07
Expected learning outcomes	<p><i>Knowledge and understanding</i> The course aims to provide adequate knowledge at <i>Business Professional Consulting master level</i>, focusing on relevant skills to the implementation and management of company quality systems.</p> <p><i>Applying knowledge and understanding</i> The transfer of Quality Theory and Technique knowledge has to be oriented to the future professional approach to work particularly towards professions characterizing the course of study. It should therefore provide adequate skills to identify, analyze and solve problems related to the implementation and the management of possible company quality systems.</p> <p><i>Making informed judgements and choices</i> Students will gain adequate capacity to analyse company organization in order to obtain proper and independent assessments on issues concerning the different possibilities related to the implementation and the management of company quality systems.</p> <p><i>Communicating knowledge and understanding</i> The development of adequate capacity to communicate information and ideas as well as suitable problem solving</p>

	<p>skills will be supported by the instrument of the interactive lesson and the organization of single and project work whose themes and methods of execution will be define time by time.</p> <p><i>Capacities to continue learning</i> Frontal and interactive lessons, workshops single and project work together with home study will contribute to the development and improvement student capacity of learning with a high degree of autonomy and critical abilities.</p>
Contents	<p>Course content:</p> <ul style="list-style-type: none"> - Quality: definitions and terminology. - Quality history and evolution of quality concept . - From product control to process control. - Quality within the company from cost to value. - The cost of quality. - Quality improvement: European and national instruments and regulations. - Quality system management within the company implementing different certifications.
Course program	
Bibliography	<p><u>Nebbia G.</u>, 2002, Le merci e i valori, Jaca Book, Milano (capitolo 2) <u>Chiacchierini E.</u>, 2012, Tecnologia e produzione, CEDAM, Trento (capitolo 5) <u>Leoci B.</u>, 2007, Cicli produttivi e merci, Aracne, (capitolo 21) Andreini P., 2004, (a cura di), Qualità, Certificazione, Competitività, HOEPLI, (Parte I: Introduzione e capitoli 1-2-3; Parte II: tutta; Parte III: tutta; Parte VI capitoli 28 e 31).</p>
Notes	///
Teaching methods	Lecture, project work and exercises
Assessment methods	Oral
Evaluation criteria	<p>The student must show:</p> <ul style="list-style-type: none"> - Adequate knowledge related to Italian and European policies and dispositions related to quality systems to implement to improve both business and environmental performances. - Sufficient capacity for critical analysis and problem solving applied on different issues discussed; - Sufficient exposure capabilities of their own ideas and acquired skills.
Further information	///