

## SYLLABUS

### discipline PCS5 – Standards of Management Systems and Based on Quality Management

#### 1. Basic details of the course

<b>Educational Program</b>	Project Management (Eng. lang.)
<b>Specialty</b>	073 Management
<b>Degree of higher education</b>	Master
<b>Level of higher education</b>	Second
<b>Course status in the program</b>	Mandatory
<b>Credits, hours</b>	8 ECTC credits, 240 hours
<b>Final control</b>	Exam
<b>Language of instruction</b>	English
<b>Teaching schedule</b>	The first quadrant of the first academic semester, the first academic year
<b>Learning format</b>	Offline, online

#### 2. Information about teachers

Leading lecturers:

Silonova Natalia – invited associate professor, Head of the Department of Management Systems of the Institute for Training Specialists of the National Standardization Body, expert in quality management systems in accordance with the requirements of international standards according to ISO 9001-2015.

#### 3. What do applicants need to know and be able to do successfully in the course?

Applicants are expected to have basic understanding of management formed on bachelor level. In addition, applicants must share the moral, cultural, scientific values and achievements of society based on patterns of development of knowledge about nature and society and in the development of society, technic, and technology, leading a healthy lifestyle.

#### 4. Why this discipline? What is the purpose of its study?

Based on the goals of the educational program, the discipline should form in students an understanding and conscious use of methods and tools that will demonstrate the following program results:

**PO5.** Plan the activities of the organization in strategic and tactical sections.

Prerequisite for the formation of learning outcomes in the discipline is the mastery of applicants at a sufficient level of the following general and professional competencies:

**PC2.** Ability to set values, visions, mission, goals, and criteria by which the organization determines further directions of development, to develop and implement appropriate strategies and plans.

## 5. What will applicants do during the course?

№	Activity	Form	Amount	Hours
1	Work with theoretical materials	Contact	7	14
2	Practical work	Contact	13	26
3	Home work	Self (independent)	13	143
4	Examination (including preparation)	Contact	1	45
5	Individual work, consultations	Contact	-	12
Total				240

Assessable activities: 2 – 4.

## 6. What content modules will be taught in the course?

1. Theoretical and practical aspects of the quality-based management
2. ISO 9001:2015 Quality Management System
3. Seven principles of Quality management
4. ISO 9001:2015 – Risk-Based Thinking
5. Quality control tools

## 7. What basic sources will be used?

Basic:

1. ISO 9001. Fifth edition. Quality management systems – Requirements. URL: [https://dist1.krok.edu.ua/pluginfile.php/60143/mod\\_resource/content/1/iso\\_9001\\_2015\\_fifth\\_edition\\_quality\\_management\\_systems\\_requi%20%281%29.pdf](https://dist1.krok.edu.ua/pluginfile.php/60143/mod_resource/content/1/iso_9001_2015_fifth_edition_quality_management_systems_requi%20%281%29.pdf)
2. PD ISO/TS 9002:2016. First edition. Quality management systems – Guidelines for the application of ISO 9001:2015. URL: [https://dist1.krok.edu.ua/pluginfile.php/60144/mod\\_resource/content/1/iso-ts-9002-2016pdf.pdf](https://dist1.krok.edu.ua/pluginfile.php/60144/mod_resource/content/1/iso-ts-9002-2016pdf.pdf)

## 8. How will the applicants' activities be assessed in the course?

Final grade for the course	On a 100-point cumulative scale	0-49	50-69	70-89	90-100
	On a traditional scale	Unsatisfactory	Satisfactory	Good	Excellent

## 9. What ethical and other rules must be followed to succeed in the course?

Prior to the start of the course, applicants should familiarize themselves with the Codes in force at the University:

- Code of conduct of students (<https://www.krok.edu.ua/ua/studentam/kodeks-povedinki-studentiv>);
- Code of Academic Integrity ([https://www.krok.edu.ua/download/nakazi/2018-10-18\\_kodeks-akademichnoi-dobrochesnosti.pdf](https://www.krok.edu.ua/download/nakazi/2018-10-18_kodeks-akademichnoi-dobrochesnosti.pdf))

Knowledge, awareness, and compliance with the provisions of the Codes and rules is a prerequisite for successful interaction of all course participants within the educational process.

The teacher provides an opportunity for all applicants to be successful in the course. However, each applicant has the right to earn only a passing score or fail. The level of achievement of the learning outcomes to which the applicant aspires is determined not by the teacher, but exclusively by the applicant based on his own interests and needs!

The course is considered active from the first lesson until the date of the announcement of the final grades for the course. During this period, all materials and activities are available on the training platform, except those that are performed on schedule and for which deadlines are set (testing).

Re-testing during the course to improve credit scores is not provided. This question may be raised after the entire course. All explanations, explanations that may affect the quality of the results obtained, applicants should receive during the classroom work and consultations according to the schedule. If the need for such explanations was not articulated by the applicants in time, it is considered that they did not have such a need.

All activities to ensure the desired score must be performed by applicants before the announcement of the credit score.

For each content module, applicants who received positive evaluations of the results of current control are given the opportunity to perform individual or teamwork of creative or research nature and prepare a report for a student scientific-practical conference of KROK University or another conference. The implementation of this activity is initiated by the applicants in accordance with their own interests and needs. Research topics are chosen by applicants independently and can be socially, politically, or ethically controversial, discussed with the teacher, the results of which are pre-presented by applicants in the course before its completion. This activity is considered to improve the final grade for the course, especially at the level of "excellent".

For applicants who could not for good reasons (as confirmed by the applicants with the relevant documents they submitted to the student office) to pass the test in time, complete the training and research task, this opportunity is provided within the allotted time after the last class. They are also given the opportunity to perform individual or teamwork of a creative or research nature.

Applicants who have and articulate special educational needs (e.g., persons with children, orphans, etc.) can develop an individual study schedule on their initiative.

Consultations include providing answers, additional explanations on the basic issues of the course, on the peculiarities of the formation of program competencies and learning outcomes, on building your own learning trajectory, discussion and coordination of creative and research tasks, other issues arising during the course.

## **10. What are the technical and/or software requirements?**

Technical equipment: computer/laptop, stable internet.

No additional software required. The University provides a corporate account in office.365, which provides access to the Moodle learning platform and the Teams communication environment.

## **11. Where are the training, methodological materials of the course and other organizational information?**

All teaching materials, organizational and other additional information are located on the Moodle learning platform at the link: <https://dist1.krok.edu.ua/course/view.php?id=913>.

## **12. Contacts and other information**

*From any organizational, informational, and other support:*

Matiushenko Maria, (+38 044) 455-57-12 (ext. 201), office 107, from 10:00 to 17:00, Mon - Fri., [matiushenko@krok.edu.ua](mailto:matiushenko@krok.edu.ua) .

*Technical support for working on the Moodle platform:*

Distance Learning Center of KROK University, tel. 0672361378, [dist.center@krok.edu.ua](mailto:dist.center@krok.edu.ua) .

*Technical support for Office 365, Teams:*

Center of Information Technologies of KROK University,

*Advisory and social support:*

Career Development Center of KROK University, Karlov Oleksandr, +38 044 455-57-12, ext. 157, office 109-1, [karlovof@krok.edu.ua](mailto:karlovof@krok.edu.ua) .

*On the issues of resolving conflict situations that arise during the educational process in the course:*

Head of the Department of Mathematical Methods and Statistics Pylypenko Anna, [annapi@krok.edu.ua](mailto:annapi@krok.edu.ua) .

Director of the Department of Security and Protection Matkovsky Volodymyr, (+38 044) 455-66-78, ext. 252, (+38) 067-430-52-83, office 110, [security@krok.edu.ua](mailto:security@krok.edu.ua) .

All current reference information about the structural units and services of the University is available on the website of the University <https://www.krok.edu.ua/ua/pro-krok/pidrozdili> .