Faculty: FACULTY OF TELECOMMUNICATIONS AND MANAGEMENT
Department: GENERAL ENGINEERING
Professional Field: 5.13. GENERAL ENGINEERING
Specialty: DIGITAL ENTREPRENEURSHIP AND HIGH TECHNOLOGY
Educational-qualification degree: BACHELOR

LEARNING COURSE DESCRIPTION

1. Course title: *QUALITY MANAGEMENT SYSTEMS*
2. Course code: B.45.009.2
3. Type of the course: *Elective*
4. Level: *Bachelor*
5. Year of study: *First*
6. Semester: *First*
7. Number of credits: *3*
8. Name of the lecturer: *Assoc. Prof. eng. Plamen Pavlov, PhD*
9. Course learning outcomes:

The aim of the course is to give students a systematic knowledge of basic quality management systems.

Students who have completed their training in the discipline *must acquire:*

Basic knowledge of the nature and specifics of quality management systems, their practical application in the organization and the activity of the human factor for its continuous improvement.

Practical skills for developing quality management systems, the mechanisms they work on and guidelines for its improvement in the organization.

Competencies: After completion of the course, students must have mastered the ways in which quality management systems are applied, their technology and implementation in organizations.

10. Teachingmethods:

The way of teaching is in lecture and discussion form, according to the specifics of the subject. Emphasis is placed on fundamental issues related to quality management systems, using multimedia in the classroom.

11. Prerequisites:

Students should have knowledge of the following disciplines: Enterprise economy.

Courses using the discipline are: Production management, Engineering and production logistics, Fundamentals of management, Business process management, Reverse engineering and modernization.

12. Course contents:

The course focuses on key issues that are in the field of view of modern managers and their associates working in the field of quality management. As a result, one must know the approaches, methods and techniques for quality management, QMS certification opportunities and the competitive advantage that this gives to organizations.

The course *"Quality Management Systems"* is a complementary and extremely useful discipline including the entire cycle and knowledge related to quality management, development of QMS, certification of established systems.

13. Bibliography

Basic literature:

1. **Дюкенджиев, Г., Йорданов, Р.** (2014). Контрол и управление на качеството. "Софттрейд".
2. **Сирашки, Х.**, и др. (2016). Управление на качеството. АИ "Ценов".
3. **Станимирова, М.** (2015). Управление на качеството. "Наука и икономика".
4. **Тенчев, Д., Кондев, Г.** (2016). Мениджмънт на качеството. АИ "ХТМУ".
5. **Evans, J., Lindsay, W.** (2016). Managing for Quality and Performance Excellence. Cengage Learning Publishing.
6. **Записки от лекции.**

Additional literature:

1. **Ангелов, Б.** (2012). Управление на качеството. "Фабер".
2. **Кузманов, Т., Крумов, К.** (2013). Управление на качеството. "Екс-Прес".
3. **Papp, J.** (2014). Quality Management. Mosby Publishing.

14. Assessment methods and criteria:

The course ends with an *ongoing assessment*.

1. Requirements for forming the six-point rating system

Students are given tasks for independent work on quality management systems. The results of the exercises are formed according to a point system. Current control is performed in the form of tests, case studies and practical tasks. The conduct of the classes is controlled by checking the results of the students, according to previously announced criteria. The activity of each student, his personal and collective contribution to the assignments is taken into account. Students receive certification after successful participation in the seminars during the semester, and the minimum requirements for attendance and work is at least 60% of the time for which tests, case studies and practical tasks set by the lecturer are made. The course ends with an ongoing assessment. The individual and team work of the student during the semester is reported - current control during lectures and seminars.

2. Formation of the final assessment

The grade for the course is formed by a point system, the maximum number of points that students can receive is 100 (see Table 1). They are formed by one practical assignment, developed in a team of several students, assigned by the lecturer of the course (according to topics from the syllabus) and two assignments in the seminars - presentation of course work (optional student of given areas, ie topics by syllabus) and practice for knowledge acquisition. With the assessment, which is formed by the obtained sum of points (from lectures and exercises), ie. with current control, the student is formed according to pre-announced criteria. The formation of the current assessment in the training course is in accordance with the received points and their arrangement according to the six-point system, given in Table 1.

Table 1.

Number of points	**Assessment According to the 6-point Scale System**
0 – 20	Fail 2 (F)
20 – 39	Fail 2 (FX)
40 – 49	Satisfactory 3,00 (E)
50 – 59	Satisfactory 3,00 (D)
60 – 69	Good 4,00 (C)
70 – 84	Very good 5,00 (B)
85 – 100	Excellent 6,00 (A)

15. Language of instruction: *Bulgarian*