

**AL FARABI KAZAKH NATIONAL UNIVERSITY
HIGHER SCHOOL OF ECONOMICS AND BUSINESS
Management Department**

APPROVE:

Dean of Higher School
of Economics and Business

Bimendiyeva L.A.

“02” July 2024 y.
minutes № 13

EDUCATIONAL-METHODICAL COMPLEX OF DISCIPLINE

**53745 Quality management
"6B04102 Management"**

3^d year
6th semester
6 credits

Almaty, 2024

Developed by Senior Lecture, PhD

Turebekova B.O.

Based on the academic plan of "6B04102 Management"

Considered and approved on the department meeting

“25” June 2024, minutes № 24

Head of Department _____ Smagulova G.S.

SYLLABUS
Fall semester 2024-2025 academic year
Educational program "6B04102 Management "

ID and name of course	Independent work of the student (IWS)	Number of credits			General number of credits	Independent work of the student under the guidance of a teacher (IWST)	
		Lectures (L)	Practical classes (PC)	Lab. classes (LC)			
53745 Quality management	2	2	2	-	6	7	
ACADEMIC INFORMATION ABOUT THE COURSE							
Learning Format	Cycle, component	Lecture types	Types of practical classes		Form and platform final control		
Full-time	P/VC	problematic, informational, binary, lecture-conference	Discussion, solution of problematic and situational tasks		Oral exam on-line		
Lecturer - (s)	Turebekova Bazhan Otemaratovna. PhD. Ass. Professor						
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ACADEMIC COURSE PRESENTATION							
Purpose of the course	Expected Learning Outcomes (LO) *				Indicators of LO achievement (ID)		
To form students' theoretical and practical knowledge based on the study of best practices expressed in the form of professional competencies in the field of quality management and to obtain the expected results in the system of qualification requirements for a modern manager for the creation and management of quality in an organization or enterprise.	1. explain the concept and methodological foundations of quality management based on knowledge of the quality management system;				1.1 to master the basic theories and approaches in quality management; 1.2 set goals and formulate tasks related to the implementation of professional functions; 1.3 to use terminology used in solving quality issues;		
	2. apply quality management methods based on international standards ISO 9000 series;				2.1 apply the content and conditions of the international standards ISO 9000 series in the activities of organizations; 2.2 use quality management functions and methods in management; 2.3 apply product quality indicators and methods of their determination and evaluation; 2.4 determine quality indicators and analyze and evaluate them.		
	3. to implement the quality management system in the organization				3.1 knowing the essence and structure of quality management, apply the sequence of development and implementation of quality management systems; I 3.2 to use the regulatory framework for the organization and functioning of quality management systems in the management process; 3.3 to determine quality costs and analyze them; 3.4 to use quality management methods in making managerial decisions; 3.5 to know methods of managing quality costs and methods of evaluating		

		the effectiveness of quality management.
	4. to use scientific knowledge and technologies in the field of certification and audit of the quality management system	4.1 identify standardization issues, conduct conformity assessment, and determine the role of standards in quality assurance; 4.2 take into account the specifics of certification in the work of quality management systems; 4.3 to determine the quality costs and analyze them.
	5. evaluate the effectiveness of choosing a quality management system, managing quality assurance costs, and evaluating the cost-effectiveness of quality management	5.1 apply the basic methods, tools and technics of obtaining and analyzing information in the field of quality management at the enterprise; 5.2 apply modern approaches to quality management; I 5.3 use the Deming Cycle methodology.
Prerequisites	Microeconomics, Statistics, Management	
Postrequisites	Major Courses	
Learning Resources	Literature: main 1. Mauch P.D. Quality management. Theory and application. Taylor and Francis Group, LLC 2010 154 p. 2. Besterfield D.H., Besterfield-Michna C., Besterfield G. Total quality management. Prentice Hall Publishing House, 1998. 553 p. 3. Logothetis N. Managing of total quality: from Deming to Taguchi and Spc (manufacturing practitioner series), 1993. Prentice Hall Publishing house, 447 p. additional 1. Giovanni P. The modern meaning of “quality”: analysis, evolution and strategies. // The TQM Journal 2024. 36(9): P. 309-327 DOI:10.1108/TQM-12-2023-0413 2. Anttilaa J., Jussila K. Understanding quality – Conceptualization of the fundamental concepts of quality// International Journal of Quality and Service Sciences · July 2017 DOI: 10.1108/IJQSS-03-2017-0020 https://www.researchgate.net/publication/318695267_Understanding_quality_-_conceptualization_of_the_fundamental_concepts_of_quality 2. Басовский Л.Е., Протасьев В.Б. Управление качеством. – М.: ИНФРА-М, 2014. – 253 с. 3. Магер В.Е. Управление качеством. - М.: ИНФРА-М, 2015. – 176 с. 4. Разумов В.А. Управление качеством. - М.: ИНФРА-М, 2015. – 208 с. 5. Аристов О.В. Управление качеством. – М.: ИНФРА-М, 2013. – 224 с. Research infrastructure 1. audience 226 2. al Farabi library Professional scientific databases 1. stat.gov.kz 2. https://data.worldbank.org Internet resources 1. Additional training material on "Quality Management", as well as documentation for preparing for seminars, performing IWS/IWST will be available on website page: univer.kaznu.kz . in the UMKD section 2. https://www.iso.org/quality-management/what-is-qms 3. The journal "Bulletin of KazNU named after al-Farabi (economic series)" 4. MOOC / video lectures 5. Corsera course “Quality Improvement and Management” https://www.coursera.org/learn/quality-improvement-and-management/home/module/1 Software (optionally)	

Academic course policy	The academic policy of the course is determined by <u>the Academic Policy and the Policy of Academic Integrity of Al-Farabi Kazakh National University</u> . Documents are available on the main page of IS Univer . Integration of science and education. The research work of students, undergraduates and doctoral students is a deepening of the educational process. It is organized directly at the departments, laboratories, scientific and design departments of the university, in student scientific and technical associations. Independent work of students at all levels of education is aimed at developing research skills and competencies based on obtaining new knowledge using modern research and information technologies. A research university teacher integrates the results of scientific activities into the topics of lectures and seminars (practical) classes, laboratory classes and into the tasks of the IWST, IWS, which are reflected in the syllabus and are responsible for the relevance of the topics of training sessions and assignments.
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	Attendance. The deadline for each task is indicated in the calendar (schedule) for the implementation of the content of the course. Failure to meet deadlines results in loss of points. Academic honesty. Practical/laboratory classes, IWS develop the student's independence, critical thinking, and creativity. Plagiarism, forgery, the use of cheat sheets, cheating at all stages of completing tasks are unacceptable. Compliance with academic honesty during the period of theoretical training and at exams, in addition to the main policies, is regulated by the "Rules for the final control" , "Instructions for the final control of the autumn / spring semester of the current academic year" , "Regulations on checking students' text documents for borrowings". Documents are available on the main page of IS Univer . Basic principles of inclusive education. The educational environment of the university is conceived as a safe place where there is always support and equal attitude from the teacher to all students and students to each other, regardless of gender, race / ethnicity, religious beliefs, socio-economic status, physical health of the student, etc. All people need the support and friendship of peers and fellow students. For all students, progress is more about what they can do than what they can't. Diversity enhances all aspects of life. All students, especially those with disabilities, can receive counseling assistance by phone / e- mail bazhan.turebekova@kaznu.edu.kz or via video link in ZOOM https://us04web.zoom.us/j/75253663208?pwd=3ZpF1kQabydDcEjb1C7CWxuk8b09ML.1 Integration MOOC (massive open online course). In the case of integrating MOOC into the course, all students need to register for MOOC. The deadlines for passing MOOC modules must be strictly observed in accordance with the course study schedule. ATTENTION! The deadline for each task is indicated in the calendar (schedule) for the implementation of the content of the course, as well as in the MOOC. Failure to meet deadlines results in loss of points.
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INFORMATION ABOUT TEACHING, LEARNING AND ASSESSMENT

Score-rating letter system of assessment of accounting for educational achievements				Assessment Methods
Grade	Digital equivalent points	points, % content	Assessment according to the traditional system	Criteria-based assessment is the process of correlating actual learning outcomes with expected learning outcomes based on clearly defined criteria. Based on formative and summative assessment. Formative assessment is a type of assessment that is carried out in the course of daily learning activities. It is the current measure of progress. Provides an operational relationship between the student and the teacher. It allows you to determine the capabilities of the student, identify difficulties, help achieve the best results, timely correct the educational process for the teacher. The performance of tasks, the activity of work in the classroom during lectures, seminars, practical exercises (discussions, quizzes, debates, round tables, laboratory work, etc.) are evaluated. Acquired knowledge and competencies are assessed. Summative assessment - type of assessment, which is carried out upon completion of the study of the section in accordance with the program of the course. Conducted 3-4 times per semester when performing IWS. This is the assessment of mastering the expected learning outcomes in relation to the descriptors. Allows you to determine and fix the level of mastering the course for a certain period. Learning outcomes are evaluated.
A	4.0 _	95-100	Great	
A-	3.67	90-94		
B+	3.33	85-89	Fine	
B	3.0	80-84		
B-	2.67	75-79		
C+	2.33	70-74		
C	2.0	65-69	Satisfactorily	
C-	1.67	60-64		
D+	1.33	55-59		
D	1.0	50-54		
FX	0,5	25-49	Unsatisfactory	
F	0	0-24		

Calendar (schedule) for the implementation of the content of the course. Methods of teaching and learning.

A week	Topic name	Number of hours	Max. ball
MODULE 1 Fundamentals of quality management			
1	L 1. Theme: Understanding a modern idea of quality and the its concept. Discussion and interactive lesson.	2	0
	Seminar 1. Theme: Discussion on the emergence and development of the phenomena of "quality" and the concept of quality, their evolution	2	0
	IWST 1. Consultations on the implementation of IWS 1		
2	L 2. Theme: Quality Management System	2	10

	PC 2. Determination of terminology of quality, their principles. Disclosing a method in quality management	2	10
3	L 3. Theme: Evolution of quality management forms: stages of quality management development	2	5
	PC 3. Theme: Historical steps in the development of quality management	2	5
	IWST 2. Consultations on the implementation of IWS 1		
4	L 4. Theme: Evolution of quality management forms: systems of quality management	2	5
	PC 4. Theme: Foreign and Kazakh experience in creating a quality system	2	5
5	L 5. Theme: Concept and model of Total Quality Management (TQM)	2	5
	PC 5. Theme: Basic principles, techniques, tools and contents of TQM	2	5
6	L 6. Theme: The main provisions of the quality management system according to the international standards ISO 9000 SERIES	2	5
	PC 6. Theme: The structure of the international standards ISO 9000 series of various versions.	2	5
	IWST 3. Consultations on the implementation of IWS 1		
7	L 7. Theme: Procedure for the development, implementation, and functioning of a quality management system (QMS)	2	5
	PC 7. Theme: Accreditation, control, and the process of improving an organization's QMS	2	5
	IWS 1. Develop a quality "loop" for a specific product or service (of your choice). Build a Deming cycle. Presentation IWS 1		30
	IWST 4 Consultations on the implementation of IWS 1		
	Midterm control 1		
Module 2 – Implementation GMS at the enterprise			
8	L 8. Theme: Qualimetry as a science: its role, methods and areas of practical application	2	5
	PC 8. Theme: Features of the formation of quality indicators for various types of production	2	5
	IWST 5. Consultation on the implementation of the IWS 2		
9	L 9. Theme: Regulatory support for quality management	2	0
	PC 9. Theme: The laws of the Republic of Kazakhstan related to the field of quality	2	0
10	L 10. Quality management assurance tools	2	5
	PC 10. Theme: Quality management methods	2	5
11	L 11. Theme: Indicators of the quality level of products/services	2	5
	PC 11. Theme: Quality marks in world practice	2	5
12	L12. Theme: Standardization as the most important means of ensuring the quality of products/services	2	5
	PC 12. Theme: Global standardization systems	2	5
	IWST 6. Consultation on the implementation of the IWS 2		
13	L 13. Theme: Certification of products/services and quality systems	2	5
	PC 13. Theme: Scheme and methodology of certification of quality systems	2	5
14	L14 Theme: Methods of the quality system and its role in the integrated management system of the organization	2	5
	PS 14. Theme: Integration of processes in the quality management system in the organization	2	5
	IWS 2: Prepare and describe an example of the application of technical regulations. Build a causal diagram of Kaoru Ishikawa. Presentation IWS 2		30
15	L 15. Theme: Economics of quality management	2	5
	PC 15. Theme: Calculation a cost on a creation of a quality management system	2	5
	IWST 7: Consultation on the rules and procedure for conducting final control		30
Midterm control 2			100
Final control (exam)			100
TOTAL for course			100

SUMMATIVE ASSESSMENT RUBRIC
CRITERIA FOR ASSESSMENT OF STUDY RESULTS
The written assignment of the PGCE (25% of 100% of the AP)

Criterion/score	Descriptors				
	Great	Good	Satisfactory	Nonsatisfactory	
	90–100% (27-30 points)	70–89% (21-26 points)	50–69% (15-20 points)	25–49% (8-14 points)	0–24% (0-7 points)
Knowledge and understanding theories and concepts course	An “ excellent ” grade is given for an answer that contains an exhaustive explanation of the question, a detailed argument for each conclusion and statement, is structured logically and consistently, and is supported by examples from the developed classroom topics.	A “ good ” rating is given for an answer that contains a complete but not exhaustive coverage of the issue, an abbreviated argumentation of the main provisions, and allows for a violation of the logic and consistency of the presentation of the material. The answer contains stylistic errors and inaccurate use of terms.	A “ satisfactory ” rating is given for an answer that contains incomplete coverage of the questions proposed in the ticket, superficially argues the main points, allows compositional imbalances in the presentation, violations of the logic and sequence of presentation of the material, does not illustrate theoretical points with examples from developed classroom notes.	Incorrect coverage of the questions posed, erroneous argumentation, factual and speech errors, assumption of an incorrect conclusion.	Ignorance of basic concepts, theories...; Violation of the Rules for conducting final control.
Application of the selected methodology and technology to specific practical tasks	Complete completion of the educational task, a detailed, reasoned answer to the question posed, followed by solving practical problems of the course;	Partial completion of the educational task, incomplete, sometimes reasoned answer to the question posed with an incomplete solution to the practical problems of the course; illiterate use of scientific language norms in the course.	The material is presented in fragments, with a violation of logical sequence, factual and semantic inaccuracies are allowed, and the theoretical knowledge of the course is used superficially.	Irrational method of solving a task or an insufficiently thought-out answer plan; inability to solve tasks, perform tasks in general form; admission of errors and omissions exceeding normal.	Inability to apply knowledge and algorithms to solve problems; inability to draw conclusions and generalizations. Violation of the Rules for
Evaluating and analyzing the applicability of the chosen methodology to the proposed practical task, justifying the result obtained	Consistent, logical and correct substantiation of scientific principles and the applied methodology and technology, literacy, compliance with the norms of scientific language, 1-2 inaccuracies in the presentation of the material are allowed, which do not affect the generally correct conclusions (+ visualization of the results of the substantiation	3-4 inaccuracies in the use of conceptual material, minor errors in generalizations and conclusions that do not affect the good overall level of task completion are allowed.	Conclusions on the applicability of substantiated scientific provisions are vague and unconvincing; there are stylistic and grammatical errors, as well as inaccuracies in processing the results of a practical decision	The task was completed with gross errors, answers to questions were incomplete, conceptual material and argumentation were poorly used.	The task has not been completed, there are no answers to the questions posed, materials and analysis tools are not used. Violation of the Rules for conducting final

Dean _____ Bimendieva L.A.

Head of Department _____ Smagulova G.S.

**Chair of the Academic Committee
on the Quality of Teaching and Learning** _____ Nizamdinova A.K

Lecturer _____ Turebekova B.O.

