



UNIVERSITY OF BELGRADE
FACULTY OF ORGANIZATIONAL SCIENCES

STUDY DEPARTMENT

**QUALITY MANAGEMENT AND
STANDARDIZATION**



THE FACULTY OF ORGANIZATIONAL SCIENCES



University of Belgrade is a public university with main activities in the fields of higher education and scientific research. The origin of the University of Belgrade can be tracked down to the beginning of the 19th century, when Dositej Obradović founded the college in 1808. During the two centuries of its existence University of Belgrade has served its people, and its former students and teachers have greatly contributed to the development of cultural, scientific, educational, political and economic life of our country.

The Faculty of Organizational Sciences, one of the youngest higher education institutions of the University of Belgrade, is a leading faculty in Serbia in the field of management and organization and information systems and technology. The Faculty of Organizational Sciences was founded in 1969, as requested by a large number of companies, with the aim to strengthen the fields of organization management and information systems with valuable current knowledge. In 1970, the Council of University of Belgrade reached a decision to make Faculty of Organizational Sciences its part. Faculty today has over 3600 students on 18 different study departments in undergraduate, graduate and postgraduate level of studies. As a part of internationalization agenda of the University of Belgrade, Faculty of Organizational Sciences offers a number of courses in English. The number of courses offered in English steadily increases each year. For more information about Faculty of Organizational Sciences visit <http://www.fon.bg.ac.rs/eng/>.



QUALITY MANAGEMENT AND STANDARDIZATION



kvalitet.fon.bg.ac.rs

The students of the study department “Management and Organization” can choose among three offered modules: Management, Operations Management and Quality Management and Standardization. Quality Management and Standardization module at the Bachelor academic studies was established in 1997. Founder of the Department of Quality Management and the Module of Quality Management, Professor Dr. Živko Mitrović, was a pioneer in introducing quality management initiatives and implementing quality management systems standards in former Yugoslavia. Since its establishment, Department of Quality Management and Standardization has been developing teaching content about business aspects of standardization and management systems standards in more than 20 courses on Bachelor, Master and PhD levels of studies. Now the Department of Quality Management and Standardization is responsible for the modules of Quality Management and Standardization at the Bachelor academic studies as well as Quality Management and Standardization and Quality and Environmental Management at Master academic studies. For more information about the Department of Quality Management and Standardization visit

<http://www.fon.bg.ac.rs/eng/studies/undergraduate-studies/quality-management/>.



Quality Management and Standardization - Courses

1ST YEAR

No	Course
1.	Mathematics 1
2.	Economics
3.	Management
4.	Fundamentals of Information and communication technologies
5.	Sociology
6.	English language of profession/French language of profession 1
7.	Psychology
8.	Mathematics 2
9.	Organizational theory
10.	Production systems
11.	Introduction to Information systems

3RD YEAR

No	Course
23.	Documents management
24.	Operations research 1
25.	Normative regulation of quality
26.	Standardization 1
27.	Logistics or Business economics and planning
28.	Decision making theory
29.	Quality inspection
30.	Operations research 2
31.	Metrology with fundamentals of engineering
32.	Quality management system
33.	Quality planning

2ND YEAR

No	Course
12.	Human resources management
13.	Process engineering
14.	Quality fundamentals
15.	Marketing
16.	Probability theory
17.	English language of profession 2 or French language of profession 2
18.	Financial management and accounting
19.	Statistics
20.	Management of technology and development
21.	Fundamentals of Industrial engineering
22.	Quality control

4RD YEAR

No	Course
34.	Environmental quality management systems
35.	Occupational health and safety management system
36.	Quality engineering
37.	Project management or Business Information systems
38.	Total quality management or Risk and reliability analysis
39.	Quality management-selected chapters 1
40.	Business system quality assessment
41.	Elective course – 1
42.	Elective course – 2
43.	Organizational design or Production systems design
44.	Internship
45.	Final paper

Objectives and Outcomes of the Courses

Fundamentals of Quality



Objective is to enable students to understand basic concepts and terminology of Quality Management, and to establish basis for dealing with forthcoming courses.

At the end of the course a student is capable of understanding basic quality management concepts, advantages, and shortcomings in application of these concepts.

Quality Control



Understanding the basics, principles, and levels of quality management process. Mastering approaches and methods of quality management in organizational systems.

A student is capable of implementing the principles and approaches of quality management in practice in specific organizational systems.

Standardization 1



Acquiring knowledge, on the level of understanding, about standardization in business.

Active participant will be able to: understand importance, purposes, and benefits of standardization and standards; and understand roles and complex relationships among organizations for standardization in business.

Document Management



Understanding the principles, rules, and methods of document management. Training in the design of business processes and supporting documentation.

Outcome is students' competence to analyze, design, and implement a document management system, as well as managing documents.

Normative Regulation of Quality



Students are trained in the details about the procedure and the necessary conditions for companies to obtain the CE mark, or the Serbian conformity mark for its product. Students will be able to apply that knowledge in practice.

Students acquire sufficient knowledge about the scope of the European regulatory environment and understanding of the mechanisms/processes of their interconnectedness.

Quality Inspection



Enabling students to: use quality inspection methods and techniques; project plans and procedures for quality inspection and control; master the methods of detection and analysis of poor quality causes in organizational systems (both manufacturing and services).

The course simulates students' ability to solve problems related to design and implementation of quality control and inspection activities in organizational systems.

Metrology with Technique Fundamentals



Acquiring knowledge about metrology on the levels of understanding basic technical and organizational aspects of metrology.

Active participant will be able to understand importance, purposes, and benefits of metrology and metrology infrastructure at national, regional, and international level.

Quality Management System



Students are trained in the concepts and terminology of quality and understanding its place and role in the management of the organization, as well as studying its structure. The use of different models of QMS is an integral part of this objective.

Students are able to : a) understand the requirements for a quality management system and its place in the integrated management system; b) design solutions to meet the requirements for a quality management system; c) draft basic documents necessary for the establishment of quality management systems.

Quality Planning



Acquiring knowledge about quality planning on the levels of understanding, and application of the methods, techniques, and concepts for quality planning.

Active participant will be able to understand and adequately apply obtained knowledge about the methods, techniques, and concepts for quality planning.

Occupational Health & Safety Management System



Creating a basis for addressing the problems of health and safety at work, through the study of the corresponding system, introducing the national Law and the EU Directives on occupational safety and health, implementing regulations, and review of standards for management systems that apply in this area.

Student is able to develop a comprehensive Risk Assessment Document for a specific business system and to participate in the design of occupational Health and Safety Management System in accordance with OHSAS 18001.

Environmental Quality Management Systems



The course provides environmental knowledge, environmental management systems, and environmental quality management systems, mastering the skills and strategies for their implementation, regarding improved environmental quality and overall development through the application of the results of environmental science in practice.

Gaining knowledge about the systems of environmental quality, as well as management strategies and management skills for the implementation of the results of environmental science into practice to ensure the management and protection of environmental quality and the implementation of sustainable development strategies.

Quality Engineering



Acquiring knowledge about quality engineering on the levels of understanding and application.

Active participant will be able to understand importance, purposes, benefits, and limitations of different concepts of quality engineering as well as be able to adequately apply those concepts in organizations.

Selected Chapters from Quality Management 1



The objective is to make students foster quality management know-how for various industries, with application and integration of quality tools and methods in practice.

A student is capable of developing and working in standardized management systems, and skilled to solve quality-related problems and issues.

Quality Management Concepts thought are:

- [1] Process Flow Diagram;
- [2] Organization Chart with Roles and Responsibilities;
- [3] SIPOC Method;
- [4] 5W2H Method;
- [5] 8D Report;
- [6] Pareto Chart;
- [7] DMAIC Approach.

Reliability and Risk Analysis



Course objective is to provide the students with:

- a) basic knowledge about reliability theory and possibilities of its application and achievements in solving practical engineering and management problems,
- b) methods and approaches for practical reliability and risk assessment in technical systems.

Students are trained to model real-life problems from the aspect of the system reliability, compute system reliability using modern methods and software packages, assess risks and determine corrective actions for achieving quality, high product reliability and risk management in all of the phases of the product life cycle.

Reliability and Risk Analysis



Goal is to introduce students to basic concepts used in logistics and the role of logistics in the business environment, as well as the basic mechanisms used in managing material and information flows within the logistics processes.

Students will acquire basic theoretical and practical knowledge and skills of managing logistics processes in both manufacturing and services companies.

Elective courses 8th semester:

- Quality Management – Selected Chapters
- Accreditation and Certification
- English Language of Profession 3
- French Language of Profession 3
- Group Dynamics and Interpersonal Relations
- Statistical Inference
- Maintenance Management
- Software Support to Project Management

Activities, Events, and Societies



Presentation for students of all years of our study group, where some of the leading companies in our country offered around 150 internships for students. The advanced system of internships has been operating since 2011.

<p>Матеја Милековић Инунару BOSCH Lean Manager</p>	<p>LEAN Management</p>	<p>9.12.2017. TRADITIONAL QUALITY</p>	
<p>Никола Илић LIDL SAP Consultant</p>	<p>SAP Forecasting & Replenishment</p>		
<p>Милош Ђинђариновић GRUNDFOS OEM Quality Specialist</p>	<p>8D, PPAP, SAP Quality Management</p>		
<p>23.12.2017. IT QUALITY</p>	<p>Software Quality Assurance</p>	<p>Сара Вукобрад Work & Co. Software Quality Assurance</p>	
	<p>Agile/Scrum Scrum Master</p>	<p>Јелена Вучинић msgNETCONOMY Scrum Master</p>	
	<p>Agile/Scrum Product Owner</p>	<p>Милош Петковић CallidusCloud Product Manager</p>	

Traditional event "**Quality December**" consisting of lectures of our graduated or master students, on topics related to the quality. Apart from professional topics, they speak about experiences of the companies they are employed in. In the photo on the left are the topics of the lectures and in the photo on the right is one of the lecturers.



Another traditional event “**Business Quality Academy**” in the organization of Quality Media Station, City of Belgrade and many organizations, institutions, and companies held in Science Technology Park Belgrade. The main goal of the Academy was to introduce students to basic postulates of Quality Management and Standardization.



Quality Media Station is the first Media Center established at the Faculty of Organizational Sciences, in front of the Study Group Quality Management and Standardization. Its goal is to monitor all activities and events of our Study Group, as well as activities at the Faculty of Organizational Sciences.

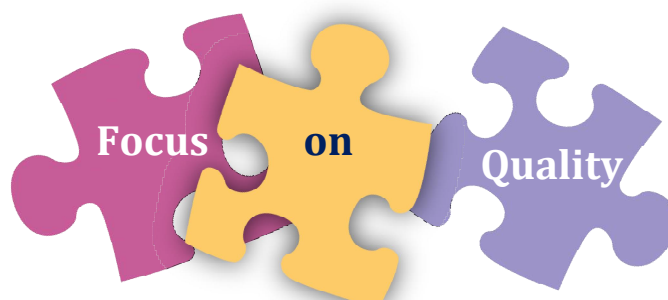


The event “**Quality Cinema**”, as its name suggests, is conceived as a cinema where students of the first year have the opportunity to get acquainted with Quality Management and Standardization through educational and entertaining videos.

The event "**Students to Students**" where older colleagues from the second, third and fourth years respond to the youngest colleagues' questions, related to the Study Group and their experience in general.



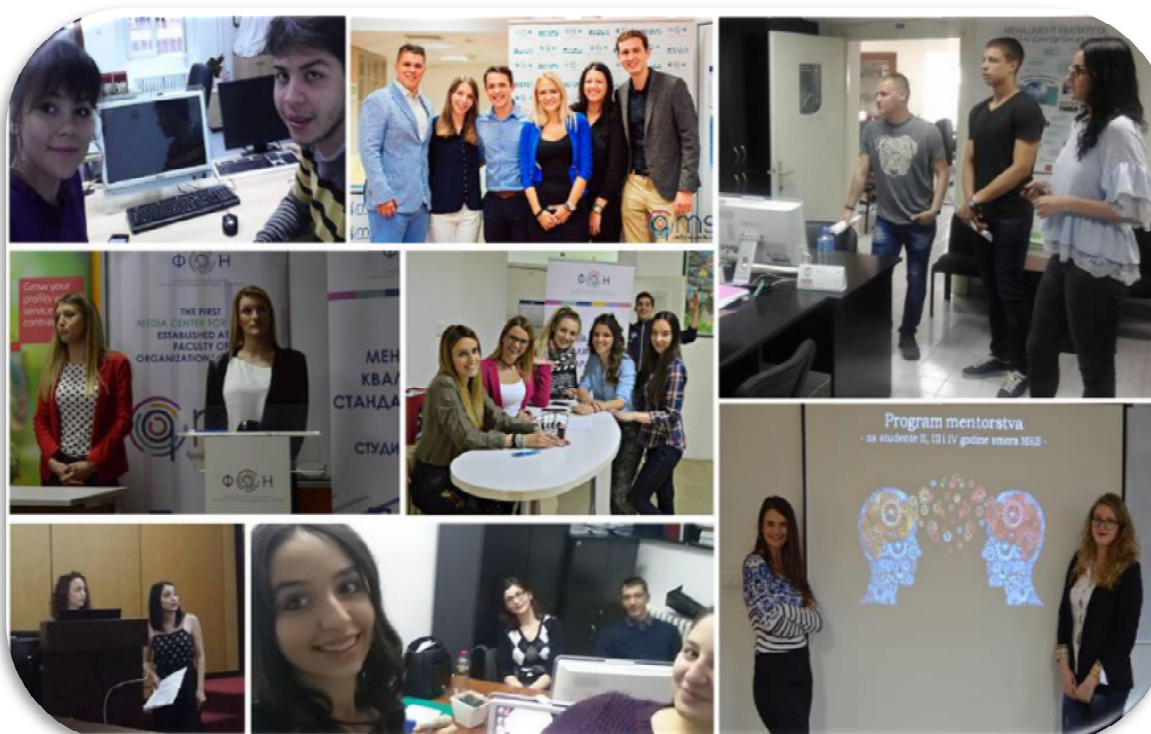
"**Focus on Quality**" is a traditional competition in solving a case study, which is given by the representatives of our Chair and Certification Bodies. Three best teams win valuable prizes.



Our students are regular visitors and participants of a large number of conferences, from various fields of business.



Our department organizes and coordinates a system of internships aimed at students of QMS department, where the most prominent internships are at the company TMS CEE and at the Center for Quality Management and Standardization at FOS.



Every professional internship we organize has a previously established goal and expected results which are monitored and measured. The assessment of student's performance during the internship is made available to them after the internship is realized and can be used, among other things, as a recommendation in the process of finding employment. Also, during the realization of internships help from supervisors within the company and mentors at the Faculty is made available to students.

Successful Students

Thanks to the specific knowledge and skills students acquire at the study department Quality Management and Standardization, which are applicable to all spheres of business, our graduate students, as well as students of third and fourth year have found employment in the following companies.

