**Course description**

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| **Generic information** |
| Head of Course | Ines Kolanović, full professor |
| Course | Quality in maritime industry |
| Study Programme | [Logistic and Management in Maritime Industry and Transport](http://www.pfri.uniri.hr/web/hr/studij_pre_L.php) |
| Type of Course | Elective |
| Year of Study | 1. |  |
| Estimated Student Workload and Methods of Instruction | ECTS coefficient of Student Workload | 4 |
| Number of Hours (L+E+S) | 30 + 0 + 0 |

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| **1. GENERAL COURSE DESCRIPTION** |
| *1.1. Course Objectives*  |
|  The aim of this course is to acquaint students with the factors and concept of service quality, quality measurement, quality assurance and management system in maritime affairs. |
| *1.2. Prerequisites for Course Registration*  |
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| *1.3. Expected Learning Outcomes*  |
| 1. To explain term and specificity of service quality in maritime and transport
2. To determine the theoretical determinants and the concept of service quality in maritime affairs
3. To assess and measure the quality of maritime service
4. To explain the concepts, principles and goals of Croatian standardization
5. To analyze the elements, principles and specifics of the maritime service quality management system
6. To recognize the role and responsibility of the organization's management in the quality management system
7. To explain the improvement, innovation and evaluation of the maritime quality management system
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| *1.4. Course Outline*  |
| Definitions of service quality and explanation of relevant terms. An overview of the historical development of service quality. Quality models. The importance and significance of quality in the development of service industries. Quality as a factor of competitiveness in the maritime activities market. Measuring the quality of service in the maritime sector. Quality standardization. Principles of service quality management. Service quality management systems. Quality management tools and methods. Responsibility of the organization's management for service quality. Resource management. Service delivery process. Improving the service quality management system. Evaluation of service quality management system. Quality costs. Quality control. Specifics of the maritime service quality management system. |
| *1.5. Modes of* *Instruction*  | + Lectures[ ]  Seminars and workshops [ ]  Exercises [ ]  E-learning[ ]  Field work | + Practical work [ ]  Multimedia and Network [ ]  Laboratory[ ]  Mentorship[ ]  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| *1.6. Comments*  |       |
| *1.7. Student Obligations*  |
| Seminar paper, 2 colluquia, final exam |
| *1.8. Assessment1 of Learning Outcomes*  |
| Course attendance | 1 | Class participation |     | Seminar paper |     | Experiment |     |
| Written exam | 1 | Oral exam |     | Essay |     | Research |     |
| Project |     | Continuous Assessment | 1,5 | Presentation |     | Practical work | 0,5 |
| Portfolio |     |  |     |  |     |  |     |

1 **NOTE:** Name the proportion of ECTS credits for each activity so that the total number of ECTS credits is equal to the ECTS value of the course. Use empty fields for additional activities.

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| *1.9. Assessment of Learning Outcomes and Examples of Evaluation during Classes and on the Final Exam*  |
| The final grade on the course is the sum of points earned by the student during classes (70% of the grade) and points earned in the final exam (30% of the grade) according to the Regulations on Studies of the University of Rijeka and the Regulations on studying at the Faculty of Maritime Studies in Rijeka. Continuous assessment:• 2 colloquia - it is necessary to achieve a minimum of 50% of the total number of points in each colloquium• practical work (research task) - the verification of the adopted outcomes are checked by oral presentation Final exam: At the final exam, the material of the entire course is checked and it is necessary to achieve a minimum of 50% of the total number of pointsExamples of evaluating learning outcomes in relation to set learning outcomes are:1. What are the specifics of service quality in relation to product quality? (I1)2. How did you explain the concept of port service quality? (I2)3. Why is it important to measure the quality of port service? (I3)4. Which institutions represent the infrastructure for quality in the Republic of Croatia? (I4)5. On the example of port service, emphasize the importance of the PDCA cycle. (I5)6. What is the role of top management in the quality management system? (I6)7. Explain the procedure of quality system certification with arguments. (I7) |
| *1.10. Main Reading*  |  |  |
| 1. Total Quality Management and Operational Excellence: Text with Cases, Taylor & Francis Ltd, London, United Kingdom, 2014.
2. ISO 9001:2015 Quality Management System Requirements

Lectures  |
| *1.11. Recommended Reading*  |  |  |
| 1. Bouranta, N., Psomas, E., Suarez-Barraza, M. F., Jaca, C., The key factors of total quality management in the service sector: a cross-cultural study, Benchmarking: An International Journal, 2018.
2. Yeo, G. T., Thai, V. V., Roh, S. Y., An Analysis of Port Service Quality and Customer Satisfaction: The Case of Korean Container Ports, The Asian Journal of Shipping and Logistics 31 (4), 2015., 437-447
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| *1.12. Number of Main Reading Examples*  |  |  |
| *Title*  | *Number of examples*  | *Number of students*  |
| Total Quality Management and Operational Excellence: Text with Cases | Unlimited (web) | 5 |
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| ISO 9001:2015 Quality Management System Requirements | Unlimited | 5 |
| *1.13. Quality Assurance*  |
| The quality of studies is monitored in accordance with the ISO 9001 system and in accordance with European standards and guidelines for quality assurance, which is carried out at the Faculty of Maritime Studies in Rijeka. Once a year, the results of passability are analyzed and appropriate measures are adopted. |