

Rating-plan of mastering discipline during semester

Discipline	<i>Means and methods of quality management</i>	Number of weeks	16
Institute	<i>Institute of Non-Destructive Testing</i>	Number of credits	4
Department	<i>Department of Physical Methods of Non-Destructive Testing</i>	Lectures, hour	8
Semester	3	Practical classes, hour	40
Group	<i>IFM50</i>	Laboratory works, hour.	-
Teacher	<i>Plotnikova Inna Vasilyevna</i>	Total class work, hour	48
		Self-study work, hour	80
		Total, hour	128

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wks	Current testing							Total
	Theoretical material			Practical activity				
	Lecture topics	Testing materials.*	Points *	Names of laboratory works*	Points	Names of practical works	Points	Points
1-2	Quality and competitiveness.	Essay	2			Качество как составляющий элемент конкурентоспособности.	5	7
3-4	Methods of quality management. Types of testing.	Summary	2			Evaluation of competitiveness.	5	7
5-6	Instruments and technologies of quality management	Summary	2			Classification methods of quality management.	5	7
7-8	Personnel motivation and consumers satisfaction удовлетворение потребителей	Presentation	2			New methods of quality management.	5	7
Total assessment of academic progress (assessment) № 1								28

9-10						Development technology of quality function. Matrix diagram	8	8	
13-14						Affinity diagram. Connections diagram. Tree-like diagram.	8	8	
15-16						Personnel motivation as an instrument of quality management. Orientation policy for client. Product value for consumer. Consumer satisfaction. Satisfaction index for consumer.	8	8	
17-18						Information analysis methods for consumer. Compiling and analysis of Kano questioner. Development of satisfaction achievement rules for consumer companies.	8	8	
Total assessment of academic progress (assessment) № 2								32	
Final current assessment								60	
Credit								40	
TOTAL								100	
