



"I confirm"

*Head of the
Department:* _____

Protocol No.

Date: 2025

Syllabus

General Information	Department	Marketing and Management
	Faculty	School of Business and Local Governance
	Major code	
	Group Number	
	Degree level	<input type="checkbox"/> Bachelor <input type="checkbox"/> Master
	Study format	Full - Time
	Academic year/Semester	2025/Spring
	Year of study	2024-2025
	Academic semester	<input type="checkbox"/> Fall <input checked="" type="checkbox"/> Spring <input type="checkbox"/> Summer
Course Information	Course name, code	Quality Management
	Credit count	
	Study load (hours)	60
	Teaching methods	<input type="checkbox"/> Lecture <input type="checkbox"/> Seminar <input type="checkbox"/> Laboratory
	Language of instruction	<input type="checkbox"/> Azerbaijani <input checked="" type="checkbox"/> English <input type="checkbox"/> Russian
	Course type	<input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Elective
	Prerequisite course/code	
Instructor Information	Instructor's academic degree, academic title, honorary title, last name, first name, patronymic	Prof. Mirhtderova A. I.
	Instructor's email address	
	Instructor's contact number	
	Office hours	
Course Description	The science of "Quality Management" studies processes and operations aimed at improving the quality of products and services, which are an	

	indicator of high labor efficiency, a source of our national wealth, and the main sign of a highly developed economy, and improving the control system over them.
Course Objectives	The main goal and educational objective of the subject is to teach future economists a brief description of quality control in enterprises and organizations, principles, methods, quality indicators and factors affecting them, types of technical control over product quality, factors that maintain product quality, methods of quality expertise, and detailed information about the standardization and certification of goods
Learning Outcomes	<p>The subject of the subject “Quality Management”, the object of study, the main goal and the tasks facing it. The relationship of the subject with other subjects. Scientific-theoretical and methodological foundations of the subject. Methodology of studying the subject.</p> <p>The content and essence of quality management. The main directions of quality control. The concept of “Qualimetry” and general information about “Qualimetry”. The history of the emergence and development of qualimetry. The main aspects of qualimetry. Normative and methodological documents required for solving various issues of qualimetry. The unity of product quality and quantity.</p> <p>The place and role of the subject in the preparation of bachelor-engineer personnel for industrial enterprises, its methodological basis.</p>
Course Requirements	<p>The applications for students in a strategic management course may be as follows:</p> <ol style="list-style-type: none"> 1. Class Participation: Students should be encouraged to actively participate in the course, ask questions, and participate in discussions. This can help students gain a deeper understanding of the topics. 2. Group Studies: Students may be assigned group projects or studies that will address real-world scenarios in the field of strategic management. This can help them develop their collaboration, communication, and problem-solving skills. 3. Research Insights and Reporting: Students may be assigned to monitor developments in the market and analyze and report on these developments. This allows them to gain practical knowledge about their competitors. 4. Guest Speakers and Seminars: Guest experts in strategic management may be invited or students may attend seminars organized in the sector. This gives students the opportunity to learn first-hand about current trends and practices in marketing. 5. Field visits: Visits to relevant companies can give students the opportunity to see industry practices and interact with businesses. This can help them connect theoretical knowledge with practice. <p>These requirements can help students develop their strategic management knowledge and skills more effectively by motivating them to participate more effectively in the course.</p>

Academic Integrity	<p>Academic Integrity - ensuring the originality of the work done, and sharing the ideas or findings of others by citing sources.</p> <p>Violations of academic integrity</p> <ol style="list-style-type: none"> 1. Plagiarism, 2. Copying, 3. Submitting all or part of a student's previous work, homework, or project in another class without citing the source, 4. Citing non-existent sources or creating a fake database, 5. Preparing course materials or assignments on behalf of other students, 6. Demonstrating behaviors to gain unfair advantage (providing a sick note when not really ill, making false excuses for an extension of time, or for other purposes), 7. Taking an exam for someone else or having someone else take an exam for you.
Ethical Conduct	<p>The ethical behavior of students participating in the “Quality Management” course aims to ensure success and respect in their educational process and future professional careers. Students must adhere to academic ethical standards by adhering to the principles of honesty and transparency in coursework and projects. They must attend classes on time, with a sense of responsibility, and take an active role in group work to ensure effective collaboration within the team. In addition, they must be sensitive to diversity and cultural sensitivity, and strive to understand different cultures and create a learning environment enriched by diversity. For professional development, they must increase their efforts to communicate with professionals in the sector and create effective networks, while improving their problem-solving and critical thinking skills. They must be aware of social media etiquette and professionalism, create a trustworthy image on online platforms, and maintain online etiquette. In terms of openness to change, innovation, and career development, students must monitor changes in the sector, be open to innovations, and regularly use relevant resources for career development. These ethical behaviors guide students to be successful and ethical both academically and professionally.</p>
Primary Reading List	<ol style="list-style-type: none"> 1. Mammadov N.R., Alakbarov E.B., Aslanov Z.Y. and others. Qualimetry and quality management. Textbook. – Baku: Elm, 2007 2. A.P. Hasanov, T.R. Osmanov, N.N. Hasanov and others. Theoretical foundations of non-food product expertise. Textbook. – Baku: “Iqtisad Universiteti” publishing house, 2010. – 514 p. 3. Mammadov N.R. Fundamentals of standardization. Textbook for higher education institutions. – Baku: Elm, 2002. – 388 p.
Supplementary Reading List	<ol style="list-style-type: none"> 1. Azgaldov G.G. Theory and practice of quality assessment of goods. - М., Экономика, 1989. - 256 с. 2. Leonov I.G., Aristov O.V. Production quality management. Study guide. - М.: Изд.-во стандартов, 1990. - 223 с. 3. Fedyukin V.K., Durnev V.D., Lebedev V.G. Methods of assessing and controlling the quality of industrial production. Textbook. - М.: Information-publishing house "Filin", Rylant, 2000. - 328 p.

	4. Svitkin M.Z., Matsuta V.D., Rakhlin K.M. Quality assurance of production based on international standards ISO series 9000.- SPb.: SPbGUEF, 1997. – 220 c	
Online Resources	https://www.worldometers.info/ https://world-statistics.org/	
Grading: 100-Point System	<p>The final grade is the sum of the points given for the current assessment - seminars and colloquiums (0 - 30 points), independent work (0 - 10 points), attendance (0 - 10 points) and intermediate assessment - end-of-semester exams (0 - 50 points). If additional experimental and practical lessons are planned for the same subject, (0 - 10) points are allocated for the assessment of these lessons.</p> <p>Final grade = <i>current assessment</i> + <i>intermediate assessment</i></p>	
Seminars and Colloquiums	Colloquiums are organized 3 times per semester according to the academic calendar. Each colloquium is evaluated with 0 - 10 points. The colloquium is mandatory. A student who does not participate in the colloquium is given 0 points.	0-30
Assignments	<p>Writing guidelines required for assignments</p> <p>Font and size: Arial 12 pt Line spacing: 1.5 Total length of work: minimum 3 pages Deadline for submission: 2 weeks before the end of the semester</p>	0-10
	<p>Assignment topics: To be defined</p>	
Attendance	1 point is deducted for every 10% of the hours allocated for teaching the subject during the semester. A student who misses more than 25% of the lessons in the subject will not be allowed to take the exam.	0-10
Examination		0-50

Assessment of student knowledge based on the total accumulated semester points is conducted as follows:

Grading Scale:

Points	Letter-Grade Assessment	Performance Level
100 – 91	A	“excellent”
90 – 81	B	“very good”
80 – 71	C	“good”
70 – 61	D	“sufficient”
60 – 51	E	“satisfactory”
Less than 51 points	F	“unsatisfactory”

Course Schedule and Thematic Plan

N	Date	Subject Topics	Lectu	Semin	Textbook/Assignment
---	------	----------------	-------	-------	---------------------

			re Hour s	ar Hours	s
1		Factors affecting the quality of industrial products	2	2	Mammadov N.R., Alakbarov E.B., Aslanov Z.Y. and others. Qualimetry and quality management. Textbook. – Baku: Elm, 2007
2		Types of technical control of product quality	2	2	Mammadov N.R., Alakbarov E.B., Aslanov Z.Y. and others. Qualimetry and quality management. Textbook. – Baku: Elm, 2007
3		Methods of assessing the quality level of products	2	2	Mammadov N.R., Alakbarov E.B., Aslanov Z.Y. and others. Qualimetry and quality management. Textbook. – Baku: Elm, 2007
4		Economic assessment of product quality	2	2	A.P. Hasanov, T.R. Osmanov, N.N. Hasanov and others. Theoretical foundations of non-food product expertise. Textbook. – Baku: “Iqtisad Universiteti” publishing house, 2010
5		Criteria for optimizing quality indicators	2	2	A.P. Hasanov, T.R. Osmanov, N.N. Hasanov and others. Theoretical foundations of non-food product expertise. Textbook. – Baku: “Iqtisad Universiteti” publishing house, 2010
6		Methods and stages of product quality control	2	2	A.P. Hasanov, T.R. Osmanov, N.N. Hasanov and others. Theoretical foundations of non-food product expertise. Textbook. – Baku: “Iqtisad Universiteti” publishing house, 2010
7		Factors that maintain product quality	2	2	A.P. Hasanov, T.R. Osmanov, N.N. Hasanov and others. Theoretical foundations of non-food product expertise.

					Textbook. – Baku: “Iqtisad Universiteti” publishing house, 2010
8		Principles and research methods of quality management	2	2	Mammadov N.R. Fundamentals of standardization. Textbook for higher education institutions. – Baku: Elm, 2002
9		Quality management methods	2	2	Mammadov N.R. Fundamentals of standardization. Textbook for higher education institutions. – Baku: Elm, 2002
10		The role of standardization in improving product quality	2	2	Mammadov N.R. Fundamentals of standardization. Textbook for higher education institutions. – Baku: Elm, 2002
11		Certification assurance of quality management	2	2	Mammadov N.R. Fundamentals of standardization. Textbook for higher education institutions. – Baku: Elm, 2002
12		Methods of product quality expertise	2	2	Mammadov N.R. Fundamentals of standardization. Textbook for higher education institutions. – Baku: Elm, 2002
13		Types of commodity expertise	2	2	Mammadov N.R. Fundamentals of standardization. Textbook for higher education institutions. – Baku: Elm, 2002
14		Documentary and information support of quality control	2	2	Mammadov N.R. Fundamentals of standardization. Textbook for higher education institutions. – Baku: Elm, 2002
15		Program topics	2	2	Mammadov N.R. Fundamentals of standardization. Textbook for higher education institutions. – Baku: Elm, 2002
		Total:	30	30	60

Lecturer:

Prof. Mirhtderova A. I.