

## UČNI NAČRT PREDMETA / COURSE SYLLABUS

**Ime predmeta:** KAKOVOST V LOGISTIKI IN OSKRBOVALNIH VERIGAH  
**Course title:** QUALITY IN LOGISTICS AND SUPPLY CHAINS

Študijski program in stopnja Study programme and cycle	Študijska smer Study option	Letnik Year of study	Semester Semester
LOGISTIKA SISTEMOV 2. stopnja		1.	2.
SYSTEM LOGISTICS 2 <sup>nd</sup> degree		1.	2.

**Vrsta predmeta (obvezni ali izbirni) /  
Course type (compulsory or elective)**

OBVEZNI  
COMPULSORY

**Univerzitetna koda predmeta / University course code:**

MAG

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Klinične vaje Clinical training	Druge oblike študija Other forms of study	Samost. delo Individual work	ECTS
10 e-P 15 a-P		8 e-V 12 a-V			75	4

**Nosilec predmeta / Course coordinator:**

BORUT JEREB

**Jeziki /Languages:**

**Predavanja / Lectures:** SLOVENSKI/SLOVENE

**Vaje / Tutorial:** SLOVENSKI/SLOVENE

**Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:**

Ni pogojev.

**Prerequisites for enrolling in the course or for performing study obligations:**

No conditions.

**Vsebina (kratek pregled učnega načrta):**

Kakovost in odličnost kot filozofija in način razmišljanja: opredelitev kakovosti, koncepcija kakovosti, odličnost itd.

Sistemi in modeli managementa kakovosti: opredelitev managementa kakovosti, sistem vodenja kakovosti ISO 9001, model odličnosti EFQM, sistem ravnanja z okoljem ISO 14001.

Informacijski sistem kakovosti: spremljanje kakovosti, metode vrednotenja in analize kakovosti, poročanje in proces stalnih izboljšav.

Specifične zahteve za kakovost v logističnih sistemih: značilnost logističnih družb z vidika kakovosti, izhodišča kakovosti logističnih storitev, model kakovosti v logistični gospodarski družbi,

**Content (syllabus outline):**

Quality and excellence as philosophy and a way of thinking: identification of quality, quality concept, excellence etc.

Systems and models of quality management: identification of quality management, ISO 9000 quality system, EFQM model of excellence, environmental management according to ISO 14001.

Quality information system: quality monitoring, methods of quality assessment and quality analysis, reporting and a process of continuous improvement.

Specific demands for quality in logistic systems: characteristics of logistic companies from the point of view of quality, starting-points of quality of logistic

odličnost logističnih storitev. Prikaz in študije primerov iz prakse.	services, quality model in a logistics company, logistic services excellence.  Case studies.
--	--

### Temeljni literatura in viri / Reading materials:

- E-gradivo predmeta.
- Orbanič, J.: Management kakovosti v logističnih sistemih/organizacijah, e-gradivo, Fakulteta za logistiko Celje/Krško, 2009.
- SIST EN ISO 9001:2015 Sistemi vodenja kakovosti – zahteve.
- JEREB, Borut. Upravljanje tveganj. Celje: Univerza v Mariboru, Fakulteta za logistiko, 2014. 103 str., ilustr. ISBN 978-961-6962-04-9. <http://labinf.fl.uni-mb.si/upravljanje-tveganj/>.
- ISO (2012). Quality management principles. ISO Central Secretariat. Genève.
- ISO 9000:2005 Quality management systems — Fundamentals and vocabulary.
- SIST EN ISO 14001:2004 Sistemi ravnanja z okoljem – zahteve z navodili za uporabo.
- SIST EN ISO 14001:2015 Environmental management systems -- Requirements with guidance for use.
- Model odličnosti EFQM. Urad RS za meroslovje. Ministrstvo za gospodarski razvoj in tehnologijo. Available at: [http://www.mirs.gov.si/si/delovna\\_podrocja/poslovna\\_odlicnost\\_prspo/model\\_odlicnosti\\_efqm/](http://www.mirs.gov.si/si/delovna_podrocja/poslovna_odlicnost_prspo/model_odlicnosti_efqm/).
- Cerar, M. (2011). Etična razsežnost odličnosti, v: Dvajset let kakovosti in odličnosti (ur.: Čuk, J.), Ljubljana: SZKO, 32-41.
- Aktualni spletni viri/Actual web sources.
- Aktualna gradiva v spletni učilnici/Actual sources in web learning platform.

### Cilji in kompetence:

- Študenti:
- pridobijo zavedanje o pomenu kakovosti v današnjem poslovnem okolju,
  - pridobijo znanja o managementu kakovosti v sistemih in organizacijah,
  - se naučijo veščin managementa v logistiki,
  - pridobijo znanja, ki jih uporabijo v praksi.

### Objectives and competences:

- Students:
- acquire awareness of the importance of quality in today's business environment,
  - acquire knowledge about quality management in systems and organizations,
  - learn management skills in logistics,
  - acquire knowledge to apply in practice.

### Predvideni študijski rezultati:

Ovladovanje teoretičnih podlag in praktičnih spretnosti za delo v logističnih in nelogističnih sistemih in/ali za nadaljnji študij.

### Intended learning outcomes:

Understanding theoretical and practical competences for work in logistical and non- logistical systems and/or for further study.

### Metode poučevanja in učenja:

Predavanja: pri predavanjih študent spozna teoretične vsebine predmeta. Del predavanj se izvaja na klasični način v predavalnici, del pa v obliki e-predavanj (e-predavanja se lahko izvajajo na videokonferenčni način ali s pomočjo posebej v ta namen didaktično pripravljenih e-gradiv v virtualnem elektronskem učnem okolju).

Vaje: pri vajah študent utrdi teoretično znanje in spozna aplikativne možnosti. Del vaj se izvaja na klasični način v predavalnici, del pa v obliki e- vaj (e-

### Learning and teaching methods:

Lectures: Students understand the theoretical frameworks of the course. Part of the lecture course is in a classroom while the rest is in the form of e-learning (e-lectures may be given via video-conferencing or with the help of specially designed e-material in a virtual electronic learning environment).

Tutorials: Students enhance their theoretical knowledge and are able to apply it. Part of the seminar is in a classroom while the rest is in the form

vaje se lahko izvajajo na videokonferenčni način ali s pomočjo posebej v ta namen didaktično pripravljenih e-gradiv v virtualnem elektronskem učnem okolju).

of e-learning (e-tutorials may be given via videoconferencing or with the help of specially designed e-material in a virtual electronic learning environment).

Načini ocenjevanja:	Delež (v %) / Share (in %)	Assessment methods:
<ul style="list-style-type: none"> <li>Opravljenosti obveznosti e-predavanj in e-vaj so pogoj za pristop k izpitu.</li> </ul>	30%	<ul style="list-style-type: none"> <li>Successful completion of e-lectures and e-tutorials is a prerequisite for entering the exam.</li> </ul>
<ul style="list-style-type: none"> <li>Seminarska naloga.</li> </ul>	20%	<ul style="list-style-type: none"> <li>Seminar paper.</li> </ul>
<ul style="list-style-type: none"> <li>Pisni izpit.</li> </ul>	50%	<ul style="list-style-type: none"> <li>Final exam.</li> </ul>

#### Reference nosilca / Course coordinator's references:

- CGEIT (Certified in the Governance of Enterprise IT).
- CISM (Certified Information Security Manager).
- CISA (Certified Information Systems Auditor).
- Undersecretary on Ministry for Environmental and Spatial Planning; Environmental Agency of the Republic of Slovenia; Working on many national and international projects.
- Senior project manager; SRC.SI; Working on many projects (EDMS, Workflow, Help desk, CRM, Lotus platform, Input/Output mailing, IS Auditing).
- Director of the Center for Information System; Chamber of Commerce and Industry of Slovenia.
- JEREB, Borut, IVANUŠA, Teodora, ROSI, Bojan. Systemic thinking and requisite holism in mastering logistics risks : the model for identifying risks in organisations and supply chain. Amfiteatru economic, ISSN 1582-9146, Feb. 2013, vol. 15, no. 33, str. 56-73, tabele. <http://www.amfiteatruconomic.ro/ArticolEN.aspx?CodArticol=1175>. [COBISS.SI-ID 512476221]
- JEREB, Borut, ROSAK-SZYROCKA, Joanna. Quality of investments in logistics. Production Engineering Archives, ISSN 2353-5156, 2014, vol. 2, št. 1, str. 6-8. [COBISS.SI-ID 512576829].
- JEREB, Borut, OTOREPEC, Sabina, PODBEVŠEK, Nives, KNEZ, Matjaž. Sustainable transport and environmental risks. V: SCHLIEPHAKE, Konrad (ur.), ROSI, Bojan (ur.), STERNAD, Marjan (ur.). Transport research in a changing world : case studies from Slovenia and Germany = Verkehrsanalysen im wandelnden Raumbezug : Fallstudien aus Slowenien und Deutschland, (Würzburger geographische Manuskripte, ISSN 0931-8623, 82). Würzburg: Geographisches Institut der Universität Würzburg, 2014, str. 70-81. [COBISS.SI-ID 512601405].
- JEREB, Borut, KUKOVIČ, Darja. Kakovost na FL : K-procesni pristop in ISO 9001:2008 : interno. Verzija 0.1. [Celje: Fakulteta za logistiko], 2012. <http://fl.um.si/wp-content/uploads/2014/03/procesni.pdf>. [COBISS.SI-ID 512563261].
- JEREB, Borut, KUKOVIČ, Darja. Kakovost na FL : K-usmeritve : interno. Verzija 0.2. [Celje: Fakulteta za logistiko], 2012. <http://fl.um.si/wp-content/uploads/2014/03/usmeritve.pdf>. [COBISS.SI-ID 512563005].
- KUKOVIČ, Darja, JEREB, Borut, LERHER, Tone. Natural risk management in distribution power system of Republic of Slovenia. V: ČOSIĆ, Predrag (ur.). Conference proceedings. Zagreb: Croatian Association for PLM, 2015, ilustr. [COBISS.SI-ID 512681789].
- KUKOVIČ, Darja, LERHER, Tone, JEREB, Borut. Natural risks in distribution power system in RS. V: DOLINOV, F. F. (ur.). Logističeskie sistemy v global'noj èkonomike : materialy V meždunarodnoj naučno-praktičeskoj konferencii (2-3 aprilja 2015 g., Krasnojarsk) = Logistics systems in global economy : proceedings V of international scientific-practical conference, 2-3 April, 2015, Krasnojarsk. Krasnojarsk: Sibirskij gosudarstvennyj aèrokosmičeskij universitet imeni akademika M. F. Rešetneva, 2015, str. 37-42. [COBISS.SI-ID 512685629].

14. KUKOVIČ, Darja, JEREB, Borut. The relationship between social, environmental and economical dimensions in the case of distribution power system. Crnogorski časopis za ekologiju, ISSN 2337-0149, Nov. 2015, vol. 2, no. 1/2, str. 29-34, ilustr. [COBISS.SI-ID 512726333].
15. KUKOVIČ, Darja, JEREB, Borut. Upravljanje naravnih tveganj v službi zagotavljanja kakovosti distribucijskega elektroenergetskega sistema RS. ER, ISSN 1580-3589, mar. 2015, [Št.] 1, str. 20-23, jul. 2015, št. 2, str. 22-25, okt. 2015, št. 3, str. 24-26. [COBISS.SI-ID 512663357].