

## **Quality assurance in public alimentation and agritourism (IIth Year of study, IIIth SEMESTER)**

**Credit value (ECTS) 8**

### **Course category**

Domain (Imposed)

### **Course holder:**

**PhD, Prof. Pop Cecilia**

### **Discipline objectives (course and practical works)**

The course aims to make students acquire the necessary knowledge for understanding the concept of quality assurance in public alimentation and agritourism and, the factors influencing and conditioning it. Also, it will be explained the structure, functionality and the role of a Quality Management System as well as its interdependence with other management systems within an organization.

In practical works is intended to develop the necessary abilities for the implementation, functioning and evaluation of the quality management systems in according with European rules, national legislation and international standards (ISO 9001)

### **Contents (syllabus)**

<b>Course (chapters/subchapters)</b>
<b>Ensuring product and service quality in the modern economy.</b> The evolution of concerns in quality ensuring. Internal and external quality assurance. The factors that influence product and service quality in public alimentation and agritourism .
<b>Standards and their role in quality ensuring in public alimentation and agritourism.</b> Types of standards used in public alimentation and agritourism. Completely product standard. National, regional and international standardization.
<b>ISO 9001 standard and its role in ensuring quality in public alimentation and agritourism.</b> Quality management system (QMS). The quality assurance in resources management. Quality assurance in manufacturing of products and services. Quality assurance by monitoring, measuring, improvement.
<b>Quality assurance by QMS documentation.</b> Policy and objectives in quality field. Quality handbook. Documented procedures required by ISO 9001. Operational procedures and work instructions. Records of quality.
<b>The audit and its role in quality assurance in public alimentation and agritourism.</b> Definition, importance and purpose. Types of audits in public alimentation and agritourism. The process stages of audit in public alimentation and agritourism.
<b>Certification and its role in quality assurance in public alimentation and agritourism.</b> The conceptual framework of certification conformity. Certification of conformity in the EU and Romania. Quality management system certification in public alimentation and agritourism.

<b>Practical works</b>
Policy and programs of objectives elaboration for quality assurance in public alimentation and agritourism.
The use of Ishikawa diagram in the analysis of factors that influence the products and services quality.
Elaborating the process diagrams (Flow Chart Diagram) in public alimentation and agritourism.
Case study concerning the relationship between quality management principles applied in public alimentation and agritourism and the requirements of RS EN ISO 9001
Practical works for achieving the QMS documentation in public alimentation and agritourism corresponding to ISO 9001.
Policy and programs of objectives elaboration for quality assurance in public alimentation and agritourism.

### **Bibliography:**

1. Luning P.A., Marcelis W.J. Marcelis, Jongen W.M.F. – *Managementul calitatii alimentelor*. Ed. Casa Cartii de Stiinta, Cluj-Napoca, 2008.
2. Pop Cecilia - *Managementul calității - de la concept la implementare*. Ed. Tipo Moldova, Iași, 2008.
3. Pop Cecilia, Muresan Gh., Pop M. - *Calitatea, siguranta si merceologia produselor alimentare*. Ed. Casa Cartii de Stiinta, Cluj-Napoca, 2013.
4. Pop Cecilia, Stef D.S, Pop I.M. - *Managementul calității alimentelor*. Ed. Edict Production, Iași, 2009.
5. Ștefănescu D., Rusu B. - *Rolul standardelor în asigurarea calității*. Ed. Economică, București, 2001.
6. \*\*\* SR EN ISO 9001:2015 *Sisteme de management al calitatii. Cerinte*.

### **Evaluation**

<b>Evaluation form</b>	<b>Evaluation Methods</b>	<b>Percentage of the final grade</b>
Exam	Oral assessment	70%
Appreciation of the activity during the semester	Continuous assessment of the direct activity during the semester	30%

### **Contact**

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