

BASIC INFORMATION:

Organisational Unit	FACULTY OF TRANSPORT AND TRAFFIC ENGINEERING	
Chair	Department of Transport Systems and Logistics	
Course/modul		
Code	2.03.10.03.023.	Quality systems in traffic and transport
ETCS credits	6	

COURSE TYPE:

Functional Area	Professional core
Level of Abstraction	Scientific and professional
Course Type - Obligation	Advanced

COURSE REGISTRATION:

Scientific Field	2.	Engineering and technology
Scientific Area	2.11.	Other engineering and technology
Narrow Scientific Field	2.11.06.	Traffic
Scientific subfield	2.11.06.03.	Intelligent traffic systems and logistics

COURSE DESCRIPTION:

Educational goals	Acquisition of theoretical and practical knowledge in the field of application of the quality system in traffic and transport, with the aim of increasing the efficiency and effectiveness of operations.
Competences/ educational outcomes:	Acquired knowledge and skills within this curriculum enable application international quality standards in traffic and transport, use of new tools and the method of evaluating the quality of the transport service, planning and monitoring the quality of the service during transport process.
Course content	Defining the concept of transport service quality. The concept of quality. Basic principles of quality management. Measurement, analysis and improvement quality system in transport. ISO standards - essence and principles of quality management. Models for calculating the quality of transport service in transport companies. New strategies of standardization in transport goods and passengers.

COURSE METRICS:

ETCS	Teaching activities (hours)					Individual work		TOTAL Hours of work
	Contact lessons	Exercises and trainings	Seminar and stud. papers	Pedagogical workshops	Profess. practice	Individual. and group learning	Source research	
6	54		30			84	12	180

ACCESS CONDITION

None

COURSE METHODOLOGY

Lectures, auditory exercises and consultations.

TEACHING LANGUAGES

English

STUDENT WORK EVALUATION

No.	Type of Evaluation	Partial/ Final	Elective/ Mandatory	Percentage of participation
01	Participation in Lecture Interactions Activity	pre-exam obligation	Mandatory	20 %
02	Seminary work	pre-exam obligation	Mandatory	30 %
03	Exam activities – final test	final	Mandatory	50 %

LITERATURE

No.	Author	Publication Title	Publisher	Edition Year
1.	D. Teodorovic M.Janjic	Transportation Engineering	Butterworth-Heinemann	2022
2.				
3.				