

Organisation, Staff and Quality Management

Through this module students will get basic knowledge about organization in general, human resources management and quality management, not only in the regional and local perspective but also in the international and particularly in the European perspective. The students will get the basic concepts of organization and the ways of applying it effectively, efficiently and at the same time keeping the parameters of the human potential development. The students will gather advanced knowledge for different matters such as: organization theory, organogram, work organization, organizational changes and the ways people adapt to these changes, quality management concepts, quality management models, quality standards and techniques, application of the total quality management method, ISO 9000, ISO 9001, ISO 9004, ISO17000, ISO 22000; ISO 31 000; HCAPP.

Module code

MANG 253

Semester

5th Semester

Credits

5 ECTS

Language

English / Shqip

Duration

55 Hours / 3 Weeks

Study Program

Tourism and Hospitality Management

Module Lecturers

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