

COURSE OUTLINE

(1) General information

FACULTY/SCHOOL	MARITIME AND INDUSTRIAL STUDIES		
DEPARTMENT	MARITIME STUDIES		
LEVEL OF STUDY	Undergraduate		
COURSE UNIT CODE	NA801		8th
COURSE TITLE	Quality in Shipping		
INDEPENDENT TEACHING ACTIVITIES <i>in case credits are awarded for separate components/parts of the course, e.g. in lectures, laboratory exercises, etc. If credits are awarded for the entire course, give the weekly teaching hours and the total credits</i>		WEEKLY TEACHNG HOURS	CREDITS
		4	6
Add rows if necessary. The organization of teaching and the teaching methods used are described in detail under section 4			
COURSE TYPE <i>Background knowledge, Scientific expertise, General Knowledge, Skills Development</i>	General knowledge		
PREREQUISITE COURSES:	None		
LANGUAGE OF INSTRUCTION:	Greek		
LANGUAGE OF EXAMINATION/ASSESSMENT:			
THE COURSE IS OFFERED TO ERASMUS STUDENTS	NO		
COURSE WEBSITE (URL)			

(2) LEARNING OUTCOMES

Learning Outcomes

The course learning outcomes, specific knowledge, skills and competences of an appropriate (certain) level, which students will acquire upon successful completion of the course, are described in detail.

It is necessary to consult:

APPENDIX A

- *Description of the level of learning outcomes for each level of study, in accordance with the European Higher Education Qualifications' Framework.*
- *Descriptive indicators for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and*

APPENDIX B

- *Guidelines for writing Learning Outcomes*

The basic aim of the course is to provide basic principles, theories and practices that are related to quality in business organizations in general and in shipping companies in particular. Thus, the specific objectives of the course include the provision of theoretical knowledge on general concepts of quality, the description and examination of total quality management and quality assurance standards, as well as the investigation of other issues that are related to quality and safety and concern specifically the shipping industry (ISM Code, ISPS Code, TMSA etc.). A final aim of the course is the examination of various quality tools and techniques.

More specifically, under the successful completion of the course, students will be able:

- to gain the necessary knowledge on the basic quality – related concepts in business organizations generally and in shipping companies in particular (*knowledge*)
- to understand the basic dimensions of total quality management and its historic evolution (*understanding*)
- to get familiar with the different quality tools and techniques as well as with the quality assurance standards (*evaluation*)
- to evaluate the importance of the effective implementation of quality management systems in business organizations generally and in shipping companies in particular (*evaluation*)
- to understand the fundamentals of quality and safety standards applicable in the maritime industry and to examine their contribution towards increasing quality levels in shipping (*knowledge and analysis*)

General Competences

Taking into consideration the general competences that students/graduates must acquire (as those are described in the Diploma Supplement and are mentioned below), at which of the following does the course attendance aim?

*Search for, analysis and synthesis of data and information by the use of appropriate technologies,
Adapting to new situations
Decision-making
Individual/Independent work
Group/Team work
Working in an international environment
Working in an interdisciplinary environment
Introduction of innovative research*

*Project planning and management
Respect for diversity and multiculturalism
Environmental awareness
Social, professional and ethical responsibility and sensitivity to gender issues
Critical thinking
Development of free, creative and inductive thinking
.....
(Other.....citizenship, spiritual freedom, social awareness, altruism etc.)
.....*

- Adapting to new situations
- Decision-making
- Individual/Independent work
- Group/Teamwork
- Critical thinking
- Development of free, creative and inductive thinking

(3) COURSE CONTENT

1. Introduction to the quality concept
2. Quality gurus

3. Quality assurance standards ISO 9000
4. Total quality management
5. Historical background of total quality management
6. Quality tools and techniques
7. International Safety Management (ISM) Code
8. International Ship and Port Facility Security (ISPS) Code
9. Maritime Labor Convention, 2006 και International Convention on Standards of Training, Certification and Watchkeeping for Seafarers
10. Tanker Management Self Assessment

(4) TEACHING METHODS--ASSESSMENT

MODES OF DELIVERY <i>Face-to-face, in-class lecturing, distance teaching and distance learning etc.</i>	Face-to-face, in class lecturing	
USE OF INFORMATION AND COMMUNICATION TECHNOLOGY <i>Use of ICT in teaching, Laboratory Education, Communication with students</i>	Use of electronic platform – eclass	
COURSE DESIGN <i>Description of teaching techniques, practices and methods: Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, Internship, Art Workshop, Interactive teaching, Educational visits, projects, Essay writing, Artistic creativity, etc.</i> <i>The study hours for each learning activity as well as the hours of self-directed study are given following the principles of the ECTS.</i>	Activity/Method	Semester workload
	Lectures	46
	Analysis of case studies	10
	Individual or group project	40
	Self-directed study	54
	Total	150
STUDENT PERFORMANCE EVALUATION/ASSESSMENT METHODS <i>Detailed description of the evaluation procedures:</i> <i>Language of evaluation, assessment methods, formative or summative (conclusive), multiple choice tests, short- answer questions, open-ended questions, problem solving, written work, essay/report, oral exam, presentation, laboratory work, other.....etc.</i>	<ol style="list-style-type: none"> 1. Summative assessment (60%) in Greek language that includes short-answer essay-type questions and/ or multiple-choice tests <ul style="list-style-type: none"> • Evaluation objective: to understand the fundamentals of the course • Evaluation criteria: comprehensiveness, accuracy and critical thinking 2. Individual or Group written project 	

Specifically defined evaluation criteria are stated, as well as if and where they are accessible by the students.	(40%) <ul style="list-style-type: none"> • Evaluation objective: to assess students' skills in investigating quality concepts • Evaluation criteria: extent of gathering and researching information, demonstration of creative problem solving, organization and time management, critical thinking

(5) SUGGESTED BIBLIOGRAPHY:

Suggested bibliography:

Κωσταγιόλας Πέτρος, Χλωμούδης Κωνσταντίνος (2011), Διαχείριση ποιότητας και ασφάλειας στις θαλάσσιες μεταφορές, ISBN: 978-960-02-2568-6, ΕΚΔΟΣΕΙΣ ΠΑΠΑΖΗΣΗ ΑΕΒΕ.

Relevant scientific journals:

Maritime Policy and Management
Maritime Economics and Logistics
Safety Science
Marine Policy
International Journal of Quality and Reliability Sciences