

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		
INSTRUCTOR'S NAME	Karakasnaki Maria		
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 TEACHING 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:	Greek		
THE COURSE IS OFFERED TO ERASMUS STUDENTS	NO		
COURSE WEBSITE (URL)	https://eclass.unipi.gr/		

(2) LEARNING OUTCOMES

Learning Outcomes <i>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:</i> 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 management systems, 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.

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 as well as with quality 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

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(Other.....citizenship, spiritual freedom, social awareness, altruism etc.)

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

(3) COURSE CONTENT

Indicative course content:

- Introduction to the quality concept
- Total quality management
- Quality gurus and historical background of total quality management
- Quality management standards/ ISO 9000 standards
- Quality tools
- International Safety Management (ISM) Code, International Ship and Port Facility Security (ISPS) Code, Tanker Management Self Assessment (TMSA)
- Human factor and shipping (MLC, 2006)
- Service quality in shipping

(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,</i>	1. Summative assessment in Greek language that includes short-answer essay-type questions and/ or multiple-choice tests • Evaluation objective: to understand the fundamentals of the course • Evaluation criteria: comprehensiveness, accuracy and critical thinking	

<i>presentation, laboratory work, other.....etc.</i> <i>Specifically defined evaluation criteria are stated, as well as if and where they are accessible by the students.</i>	2. Individual or Group written project • 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:

Διοίκηση Ολικής Ποιότητας, 2023, 1^η έκδοση, Ψωμάς Ευάγγελος, Τσαρούχας Παναγιώτης, Ντέλιου Κλεοπάτρα, ΕΚΔΟΣΕΙΣ ΔΙΣΙΓΜΑ ΙΚΕ

Διαχείριση Ποιότητας και Οργανωσιακή Αριστεία, 2018, 8η Έκδοση, Goetsch L. David - Stanley B. Davis, Γεώργιος Μποχώρης (επιμέλεια), Εκδόσεις Τζιόλα

Διαχείριση ποιότητας και ασφάλειας στις θαλάσσιες μεταφορές, 2011, Κωσταγιόλας Πέτρος, Χλωμούδης Κωνσταντίνος, ΕΚΔΟΣΕΙΣ ΠΑΠΑΖΗΣΗ ΑΕΒΕ.

Διοίκηση Ολικής Ποιότητας-Με Συνοπτικό Οδηγό Καλών Πρακτικών, 2022, Τσιότρας Γεώργιος, Εκδόσεις BROKEN HILL PUBLISHERS LTD

Relevant scientific journals:

Maritime Policy and Management

Maritime Economics and Logistics

Safety Science

Marine Policy

International Journal of Quality and Services Sciences

Total Quality Management and Business Excellence

The TQM Journal