



PANNON EGYETEM

Gazdálkodás- és Szervezéstudományok Doktori Iskola

Quality management

1. Describe the structure of quality control, its elements and their relationship.
2. Describe the trends of quality management and the main drivers of change.
3. Measuring service quality and customer satisfaction.
4. The role of satisfaction in quality management.
5. Describe the principles and structure of the standardized quality management system.
6. Describe the role of standardisation in quality management.
7. Describe the role of the HR in quality management.
8. Development, advantages and main challenges of integrated management systems.