NAME OF THE COURSE	Student Workshop 2						
Code	EUR004	Year of study	2 (undergraduate)				
Course teacher	Jasenko Ljubica, PhD Mario Pepur, PhD Neven Šerić, PhD	Credits (ECTS)	5				
Associate teachers		Type of instruction (number of hours)	L	S	E	F	
			4		16		
Status of the course	Compulsory	Percentage of application of e-learning	40%				

COURSE DESCRIPTION

Course objectives	The objective of this course is to develop the problem-solving competences of students, by using the selected methods and tools, including: project management, identifying and solving quality problems and business improvement by using benchmarking.
Course enrolment requirements and entry competences required for the course	None
Learning outcomes expected at the level of the course (4 to 10 learning outcomes)	Learning Outcomes (LOs): 1. Propose an approach to problem-solving, in the context of making managerial decisions 2. Manage a project with the application of software packages and the network planning techniques 3. Present solutions to a quality assurance problem, with the application of the quality circles method and cause-and-effect chart 4. Design a proposal for business improvement, with the application of planning, implementing and controlling a benchmarking project

Course content broken down in detail by weekly class schedule (syllabus)		Lectures		Exercises	
		Topic	Hours	Topic	Hours
	1	Introduction to problem- solving. Problem-solving in managerial decision-making.	2		2
	2			Cost-benefit analysis.	2
	3			Preparation for the Cost-benefit analysis assignment (Assignment I)	2
	4			Introduction to the software-	2

				supported Project planning. Evaluation of Assignment I.	
5				Preparation for the assignment from software-supported Project planning (Assignment II)	2
6				Problem identification and problem-solving methodology. Quality management tools. Evaluation of Assignment II.	2
7				Quality Circles. Practical exercise from Quality Circles (Assignment III).	2
8				Evaluation of Assignment III.	2
9					
10	Introduction to benchmarking.	2		Benchmarking as a tool of business improvement. Planning the benchmarking project.	2
11				Preparation for the benchmarking project (Assignment IV).	2
12				Evaluation of Assignment IV.	2
13					
14					
15	Final evaluation.				

Format of instruction	x lectures x seminars and workshops x exercises □ on line in entirety x partial e-learning □field work	x independent assignments □ multimedia □ laboratory □ work with mentor □ (other)			
Student responsibilities	Student has to participate in classes and individual assignments. Requirement for taking the exam is related to performing and turning in the Assignments I-IV, as well as participating in at least 50% of all class meetings (25% for the part-time students).				
Screening student work (name the proportion of ECTS credits for each activity so that the total number of ECTS credits is	**Class attendance**	0.5 ECTS	**Research**		**Practical training**	3.5 ECTS*
	Experimental work		**Report**		**Computer-administrated exam (Other)**	0.25 ECTS**
	Essay		**Seminar essay**		**Group work on exercises (Other)**	0.75 ECTS***
	Tests		**Oral exam**		(Other)	

equal to the ECTS value of the course)	Written exam		Project		(Other)	

Grading and evaluating student work in class and at the final exam	* Students are required to perform individual work and solve practical – individual assignments, as well as to actively participate in the group discussion, related to proposed solutions to assignments. Positive evaluations of practical assignments I-IV cover the individual achievement of all LOs. ** Additional individual evaluation of LO3 by means of an individual, computer-administered test, based on the Moodle LMS. *** Analysis and discussion of peer assignments, published on the Moodle LMS, cover the group achievement of all LOs. Score of an individual evaluation is presented as a percentage (on the scale of 0% to 100%). Overall evaluation is based on the weighted average score. The minimum score for the class to be successfully completed is 50% of the overall weighted average score. Marks, describing the LO achievement, are associated with the following values of the overall weighted average score: • 50-58% - satisfactory (2) • 59-71% - good (3) • 72-84% - very good (4) • 85-100% -excellent (5).

	Title	Number of copies in the library	Availability via other media
Required literature (available in the library and via other media)	Klepić, Z., Alfirević, N., Rahimić, Z. (ur.): Menadžment, Sveučilište u Mostaru, Ekonomski fakultet Sveučilišta u Splitu, Ekonomski fakultet Univerziteta u Sarajevu, Mostar – Split - Sarajevo, 2020.		Moodle
	Renko, N., Delić, S., Škrtić, M. (1999): Benhcmarking u strategiji marketinga, MATE, Zagreb		

Optional literature (at the time of submission of study programme proposal)	
Quality assurance methods that	• Monitoring student's class attendance (teacher) • Class quality supervisions (Vice-Dean)

ensure the acquisition of exit competences	• Analysis of student success (Vice-Dean) • Student survey on the quality of teachers and teaching (University of Split, Centre for Quality Improvement) • All LOs are evaluated as previously described. The evaluation content and methodology are reassessed periodically, as to assess if they are relevant for achievement of LOs.
Other (as the proposer wishes to add)	Classes are organized in small groups, according to a special timetable.