

## QUALITY ASSURANCE

### 1. GENERAL

|   |   |                              |                 |
|---|---|------------------------------|-----------------|
| <b>SCHOOL</b>   | AGRICULTURAL SCIENCES   |                              |                 |
| <b>ACADEMIC UNIT</b>  | CROP SCIENCE  |                              |                 |
| <b>LEVEL OF STUDIES</b>   | UNDERGRADUATE   |                              |                 |
| <b>COURSE CODE</b>  | CRS_804   | <b>SEMESTER OF STUDIES</b>   | 8 <sup>th</sup> |
| <b>COURSE TITLE</b>   | Quality Assurance   |                              |                 |
| <b>INDEPENDENT TEACHING ACTIVITIES</b><br><i>if credits are awarded for separate components of the course, e.g. lectures, laboratory exercises, etc. If the credits are awarded for the whole of the course, give the weekly teaching hours and the total credits</i> |   | <b>WEEKLY TEACHING HOURS</b> | <b>CREDITS</b>  |
|   | Lectures  | 3                            |                 |
|   | Tutorial  | 1                            |                 |
|   | <b>Total</b>  | 4                            | 5               |
| <i>Add rows if necessary. The organisation of teaching and the teaching methods used are described in detail at (4).</i>  |   |                              |                 |
| <b>COURSE TYPE</b><br><i>general background, special background, specialised general knowledge, skills development</i>  | Specialised general knowledge,  |                              |                 |
| <b>PREREQUISITE COURSES:</b>  | Typically, there are no prerequisite courses.   |                              |                 |
| <b>LANGUAGE OF INSTRUCTION and EXAMINATIONS:</b>  | Greek. Teaching may be performed in English in case foreign students attend the course. |                              |                 |
| <b>IS THE COURSE OFFERED TO ERASMUS STUDENTS</b>  | Yes (English)   |                              |                 |
| <b>COURSE WEBPAGE (URL)</b>   |   |                              |                 |

### 2. LEARNING OUTCOMES

|  |   |  |                                   |  |                        |  |                              |   |                 |                                     |
|--|---|--|-----------------------------------|--|------------------------|--|------------------------------|---|-----------------|-------------------------------------|
| <p><b>Learning outcomes</b><br/><i>The course learning outcomes, specific knowledge, skills and competences of an appropriate level, which the students will acquire with the successful completion of the course are described.</i><br/><i>Consult Appendix A</i></p> <ul style="list-style-type: none"> <li>• <i>Description of the level of learning outcomes for each qualifications cycle, according to the Qualifications Framework of the European Higher Education Area</i></li> <li>• <i>Descriptors for Levels 6, 7 &amp; 8 of the European Qualifications Framework for Lifelong Learning and Appendix B</i></li> <li>• <i>Guidelines for writing Learning Outcomes</i></li> </ul>  |   |  |                                   |  |                        |  |                              |   |                 |                                     |
| <ul style="list-style-type: none"> <li>• Upon completion, students are introduced to the basic knowledge related to food quality, risks in food production and processing, quality control and assurance, traceability in the chain of agricultural production and processing, protection of origin and identity, etc.</li> <li>• They will acquire knowledge on food quality assurance systems, HACCP (principles, development, application/maintenance, forms).</li> <li>• They will be able to carry out food sampling for testing and be informed about modern trends in food quality and safety control methods (quantitative microbiology, risk analysis), etc.</li> </ul>   |   |  |                                   |  |                        |  |                              |   |                 |                                     |
| <p><b>General Competences</b><br/><i>Taking into consideration the general competences that the degree-holder must acquire (as these appear in the Diploma Supplement and appear below), at which of the following does the course aim?</i></p> <table> <tr> <td><i>Search for, analysis and synthesis of data and information, with the use of the necessary technology</i></td> <td><i>Project planning and management</i></td> </tr> <tr> <td><i>Adapting to new situations</i></td> <td><i>Respect for difference and multiculturalism</i></td> </tr> <tr> <td><i>Decision-making</i></td> <td><i>Respect for the natural environment</i></td> </tr> <tr> <td><i>Working independently</i></td> <td><i>Showing social, professional and ethical responsibility and sensitivity to gender issues</i></td> </tr> <tr> <td><i>Teamwork</i></td> <td><i>Criticism and self-criticism</i></td> </tr> </table> | <i>Search for, analysis and synthesis of data and information, with the use of the necessary technology</i> | <i>Project planning and management</i> | <i>Adapting to new situations</i> | <i>Respect for difference and multiculturalism</i> | <i>Decision-making</i> | <i>Respect for the natural environment</i> | <i>Working independently</i> | <i>Showing social, professional and ethical responsibility and sensitivity to gender issues</i> | <i>Teamwork</i> | <i>Criticism and self-criticism</i> |
| <i>Search for, analysis and synthesis of data and information, with the use of the necessary technology</i>  | <i>Project planning and management</i>  |  |                                   |  |                        |  |                              |   |                 |                                     |
| <i>Adapting to new situations</i>  | <i>Respect for difference and multiculturalism</i>  |  |                                   |  |                        |  |                              |   |                 |                                     |
| <i>Decision-making</i>   | <i>Respect for the natural environment</i>  |  |                                   |  |                        |  |                              |   |                 |                                     |
| <i>Working independently</i>   | <i>Showing social, professional and ethical responsibility and sensitivity to gender issues</i>             |  |                                   |  |                        |  |                              |   |                 |                                     |
| <i>Teamwork</i>  | <i>Criticism and self-criticism</i>   |  |                                   |  |                        |  |                              |   |                 |                                     |

|  |  |
|--|--|
| <i>Working in an international environment</i>     | <i>Production of free, creative and inductive thinking</i> |
| <i>Working in an interdisciplinary environment</i> | .....  |
| <i>Production of new research ideas</i>            | <i>Others...</i>   |
|  | .....  |

Generally, by the end of this course the student will, furthermore, have developed the following general abilities (from the list above):

- Searching, analysis and synthesis of facts and information, as well as using the necessary technologies
- Decision making
- Respect for the natural environment
- Working independently
- Promotion of free, creative and inductive thinking

### 3. SYLLABUS

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| <ul style="list-style-type: none"> <li>• Concepts and Definitions of Quality Management</li> <li>• Quality Assurance Systems</li> <li>• ISO 9001, ISO 14001 standards</li> <li>• The HACCP System – ISO 22000</li> <li>• Certification Procedures. (Quality Manuals, Issuing and Maintaining a Quality System Certificate, Certification Bodies)</li> <li>• The Total Quality Model</li> <li>• Similarities and Differences of Quality Assurance Systems and Total Quality Models</li> <li>• Techniques for Quality Improvement (Basic Tools of Total Quality Management: Statistical Process Control, Taguchi Analysis Techniques, other Tools)</li> <li>• Quality costs and implementation</li> <li>• Quality Systems and Consumer Behavior</li> <li>• Quality Assurance in the Rural Area</li> <li>• Applications of Quality Systems in agricultural raw production, processing and in agro-tourism.</li> </ul> |
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### 4. TEACHING AND LEARNING METHODS - EVALUATION

|   |  |   |
|---|--|---|
| <b>DELIVERY</b><br><i>Face-to-face, Distance learning, etc.</i>   | Face to face lectures in the classroom.  |   |
| <b>USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES</b><br><i>Use of ICT in teaching, laboratory education, communication with students</i>  | Use of Information and Communication Technologies (ICTs) (e.g. Microsoft PowerPoint) in teaching. The contents of the course of each chapter are uploaded on the internet, that the students can freely download using a password which is provided to them at the beginning of the course.  |   |
| <b>TEACHING METHODS</b><br><i>The manner and methods of teaching are described in detail.<br/>Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, placements, clinical practice, art workshop, interactive teaching, educational visits, project, essay writing, artistic creativity, etc.<br/>The student's study hours for each learning activity are given as well as the hours of non-directed study according to the principles of the ECTS</i> | <b>Activity</b>  | <b>Semester workload</b>                  |
|   | Lectures (3 contact hours per week x 13 weeks)   | 39  |
|   | Tutorial (1 contact hours per week x 13 weeks)   | 13  |
|   | Final examinations   | 3   |
|   | Hours for private study of the student, preparation and attendance mid-term or/and final examinations.   | 70  |
|   | <b>Total number of hours for the Course (25 hours of workload per ECTS credit)</b>   | <b>125 hours (total student workload)</b> |
| <b>STUDENT PERFORMANCE EVALUATION</b><br><i>Description of the evaluation procedure<br/>Language of evaluation, methods of evaluation, summative or conclusive, multiple choice questionnaires, short-answer questions, open-ended questions, problem solving, written work,</i>  | Written examination after the end of the semester. The evaluation procedure is conducted with short answer questions and/or open-ended questions and/or multiple choice questionnaires and/or oral examination, as well as questions based on laboratory exercises (unless the student has successfully participated the mid-term examinations). Minimum passing grade: 5. |   |

*essay/report, oral examination, public presentation, laboratory work, clinical examination of patient, art interpretation, other.*  
*Specifically, defined evaluation criteria are given, and if and where they are accessible to students.*

All the above are taking place in Greek as well as in English for foreign students (e.g. ERASMUS students) if any.

#### **5. ATTACHED BIBLIOGRAPHY**

*- Suggested bibliography:*

1. Κέφης Β. 2014. Διοίκηση Ολικής Ποιότητας. Εκδόσεις ΚΡΙΤΙΚΗ.
2. Αρβανιτογιάννης Ι. και Κούρτης Λ. 2002. ISO 9000:2000. Εκδόσεις ΣΤΑΜΟΥΛΗ.