

Course Title	Management Studies																																
Semester	Fall (semester 1)																																
Inholland Faculty	Business, Finance and Law																																
Language of instruction	English																																
Cycle	First cycle/undergraduate/Bachelor level																																
Inholland Location	Rotterdam; Haarlem																																
Code Subjects	<table border="1"> <thead> <tr> <th>Code</th> <th>Subject Title</th> <th>ECTS</th> </tr> </thead> <tbody> <tr> <td>1319OE300Z</td> <td>Quality Management</td> <td>4</td> </tr> <tr> <td>1319OE301Z</td> <td>QSHE Management</td> <td>2</td> </tr> <tr> <td>1317CORREZ</td> <td>Corporate Responsibility</td> <td>5</td> </tr> <tr> <td>1319EXINMZ</td> <td>Information Management</td> <td>3</td> </tr> <tr> <td>1319EXDMAZ</td> <td>Data Management</td> <td>2</td> </tr> <tr> <td>1317QABPRZ</td> <td>Quality Assurance Business Product</td> <td>5</td> </tr> <tr> <td>1322OE341Z</td> <td>International Law (Introduction to European and international commercial law)</td> <td>5</td> </tr> <tr> <td>1317RBOSEZ</td> <td>Research Skills: Optimization of services</td> <td>4</td> </tr> <tr> <td>1320DL001Z</td> <td>Dutch language & culture (optional)</td> <td>2</td> </tr> </tbody> </table>	Code	Subject Title	ECTS	1319OE300Z	Quality Management	4	1319OE301Z	QSHE Management	2	1317CORREZ	Corporate Responsibility	5	1319EXINMZ	Information Management	3	1319EXDMAZ	Data Management	2	1317QABPRZ	Quality Assurance Business Product	5	1322OE341Z	International Law (Introduction to European and international commercial law)	5	1317RBOSEZ	Research Skills: Optimization of services	4	1320DL001Z	Dutch language & culture (optional)	2		
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Number of ECTS	30																																
Content subjects	<p>Quality Management</p> <p>In Quality Management the student learns how to measure and improve the performance of organizations, people and processes. To do this, organizations use techniques and systems which are based on the PDCA cycle. In many cases it is a good idea for the organization to set up and maintain a certified quality system. As well as Quality Assurance, organizations have to deal with (statutory) requirements in the field of Working Conditions and the Environment. Management (continuous improvement) of these has much in common with quality management: risk avoidance and process management play a key role.</p> <p>QSHE Management</p> <p>Besides Quality Management, organisations need to meet (legal) requirements in the field of Labour Conditions and Environment. Meeting such requirements is quite similar to quality management: Risk prevention, process management and continuous improvement play an important role. In a group with fellow students, you will research a specific QHSE subject and present your findings.</p>																																

Corporate Responsibility

In this module you learn to put the theory around ethics and corporate responsibility into practice by carrying out an analysis of an existing organization and making related proposals for improvement. Students do a project which relates to a company of their choice. Foreign students will be offered an alternative organization in the form of a case study.

Information Management

The student learns how ICT can be applied in organizations. The main focus is to obtain insights into how data is recorded in organizations and converted into information for management.

Data Management

This is the practical component of information management theory. You will access large databases. Using PowerBI and excel you will identify relations between data and convert data into useful information.

Besides, you will be introduced to a 'business-modeler', an application to visualize and standardise work processes.

Quality Assurance Business Product

In the business product the student analyses for an existing organization (case study), using the EFQM (INK) model, the level of performance which must be delivered from the perspective of different stakeholders and to what extent the organization has already made this performance measurable in performance indicators. A proposal is made for the creation of a scorecard. The key (legal) risks for the factors Quality (clients), Health & Safety (employees) and the Environment (social) are identified and improvement and management measures are proposed. A recommendation is also made with regard to the desirability of certifying the various components and possible incorporation into a QSHE assurance system

Introduction to European and international commercial law

The law of the European Union is growing in importance very rapidly. Since the conclusion of the Maastricht Treaty all the nationals of the 27 member states are European citizens. They are no longer solely subject to their own national law systems, but their daily lives are more and more affected by all types of legislation produced by and all kinds of decisions made by the European Union. Therefore, a course on European Law must certainly be part of any form of higher education. This course aims to give the student a basic

	<p>knowledge of European Law by exploring the functioning of the unique creature that is the EU, the impact of its laws on states, citizens and companies.</p> <p>This course does not only focus on the legal aspects of European law but also on the legal aspects of doing business internationally. International business contracts are of vital importance for international business. International transactions differ fundamentally from domestic transactions. The law in this context is difficult to grasp and its sources are diverse.</p> <p>Points to be covered:</p> <ul style="list-style-type: none"> • dealing with international agreements and the drafting; • formation and interpretation of international contracts; • International treaty rules, remedies, legal aspects with regard to financial arrangements <p>Research Skills: Optimization of services</p> <p>This is a generic research skills course, supporting service optimisation. It has three subthemes:</p> <ol style="list-style-type: none"> 1. Mapping (profiling, segmenting) relevant internal and external groups (employees, management, clients, suppliers, competitors) 2. Analysing use of and satisfaction with policymaking, processes, systems, products and services 3. Service improvement and development relevant to needs and requirements of internal and external groups <p>On successful completion of the courses students have developed techniques how to gain insight into customers: how they behave, how they think, what motivates them. With the help of consumer insight students will be able to make useful contributions to customer-centric organisations wishing to maximise customer relationships. Detailed learning outcomes per course are specified in the course guide</p> <p>Dutch culture & language (optional)</p>
Lecturer(s)	<p>International Coordinators:</p> <p>Haarlem: Marco Mosselman (marco.mosselman@inholland.nl)</p> <p>Rotterdam: Irina Rasseino (irina.rasseino@inholland.nl)</p>
Learning outcomes	<p>See description course content</p>
Mode of delivery, planned	<ul style="list-style-type: none"> • Seminars • Guest lectures/ Master classes • Workshops

activities and teaching methods	<ul style="list-style-type: none">• Intersession Learning• Practicals
Prerequisites and co-requisites (if applicable)	2 years of previous Bachelor studies in a similar study field.
Recommended or required reading and/or other learning resources/tools	TBA at the start of the semester
Assessment methods and criteria	<ul style="list-style-type: none">• Written assessments (exams, portfolios, reports)• Presentations