



**Universitas Negeri Surabaya
Faculty of Economics and Business
Bachelor of Commerce Education Study Program**

Document Code

SEMESTER LEARNING PLAN

Courses	CODE	Course Family	Credit Weight	SEMESTER	Compilation Date																																	
Quality and Risk Management	8721102020		T=2 P=0 ECTS=3.18	4	July 19, 2024																																	
AUTHORIZATION	SP Developer		Course Cluster Coordinator	Study Program Coordinator																																		
	Dr. Tri Sudarwanto, S.Pd., MSM.																																		
Learning model	Case Studies																																					
Program Learning Outcomes (PLO)	PLO study program that is charged to the course																																					
	Program Objectives (PO)																																					
	PLO-PO Matrix																																					
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	PO Matrix at the end of each learning stage (Sub-PO)																																					
	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td rowspan="2" style="width: 50px; height: 30px;">P.O</td> <td colspan="16" style="text-align: center;">Week</td> </tr> <tr> <td style="width: 20px;">1</td> <td style="width: 20px;">2</td> <td style="width: 20px;">3</td> <td style="width: 20px;">4</td> <td style="width: 20px;">5</td> <td style="width: 20px;">6</td> <td style="width: 20px;">7</td> <td style="width: 20px;">8</td> <td style="width: 20px;">9</td> <td style="width: 20px;">10</td> <td style="width: 20px;">11</td> <td style="width: 20px;">12</td> <td style="width: 20px;">13</td> <td style="width: 20px;">14</td> <td style="width: 20px;">15</td> <td style="width: 20px;">16</td> </tr> </table>					P.O	Week																1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
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Short Course Description	This course discusses the concept of quality and risk management which covers the scope of quality management, including the concept of quality, dimensions of quality, the concept of quality management, the development of quality management thinking, approaches to quality management, ISO-based quality management, quality planning and control, measuring service quality, Quality management in the field of education and the scope of risk management include risk concepts, risk identification, risk measurement, risk control, risk spending and risk transfer. Lectures are carried out using a system of lectures, discussions and assignments.																																					
References	Main :																																					
	<ol style="list-style-type: none"> 1. William, C. Arthur, Jr. Heins, Richard M. 2002. Risk Management and Insurance. Sixth Edition. Singapore: McGraw Hill 2. Soesino Djojosoedarso. 2003. Prinsip-prinsip Manajemen Resiko dan asuransi. Jakarta: Salemba Empat 3. Abbas Salim. 2012. Asuransi dan Manajemen Resiko. Jakarta: PT. Raja Grafindo Persada 4. Herman Darmawi. 2013. Manajemen Resiko. Jakarta: PT. Bumi Aksara 5. Husein Umar. Manajemen Resiko Bisnis. Jakarta: Gramedia 6. Hinsa Siahaan. Manajemen Resiko. 2007. Jakarta:PT Elex Media Komputindoi 6. Mahduh M. Hanafi. Manajemen resiko. 2014. Yogyakarta: UPP STIM YKPN 7. Ronny Kountur. Manajemen Resiko Operasional. 2004. Jakarta: CV. Taruna Grafica 8. Sunaryo. Manajemen Resiko Finansial. 2007. Jakarta: Salemba empat 9. Fandy Tjiptono, Anastasia Diana. 2012. Total Quality Management. Yogyakarta: Andy Yogyakarta 10. Nursya Bani Purnama. 2015. Manajemen Kualitas. Yogyakarta: Ekonosia Fakultas Ekonomi UII 11. David L Goetsch, Standly B Davis. 2014. Pengantar Management Mutu Jilid 1 dan Jilid 2. Jakarta: PT. Prenhallindo 12. Ahmad Ali Riyadi Fahrurrozi. 2012. Total Quality Management in Education. 2012. Yogyakarta: IRSiSoD 13. James G Patterson. 2015. ISO 9000:Standar Kualitas Seluruh Dunia 2015. Jakarta: PT Indeks 																																					
	Supporters:																																					
Supporting lecturer	PARJONO Dr. Harti, M.Si. Dr. Tri Sudarwanto, S.Pd., MSM. Novi Marlina, S.Pd., M.Si. Veni Rafida, S.Pd., M.Pd.																																					

Week-	Final abilities of each learning stage (Sub-PO)	Evaluation		Help Learning, Learning methods, Student Assignments, [Estimated time]		Learning materials [References]	Assessment Weight (%)
		Indicator	Criteria & Form	Offline (offline)	Online (online)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Describe and analyze the urgency of Quality Management	<ol style="list-style-type: none"> 1. Defining the concept of quality, the concept of quality dimensions and the concept of quality management 2. Describe the importance of quality management 3. Mention the trend of implementing quality management in the global era 4. Explain the characteristics of integrated quality management 	<p>Criteria: maximum score is 100. The criteria for answers to each worksheet are to be filled in completely and correctly, with a maximum score of 25</p>	Reading literature, and lectures 2 X 50			0%
2	Describe and explain the development of quality management thinking	<ol style="list-style-type: none"> 1. Describe the dimensions of quality in organizations 2. Mention five perspectives on quality 3. Differentiate the quality characteristics between manufactured products and services 4. Describe a quality perspective based on the consumer's view and a quality perspective based on the producer's view 		Reading literature, and lectures 2 X 50			0%
3	Describe and explain approaches to quality management	<ol style="list-style-type: none"> 1. Identify three approaches used in quality management 2. explains the total quality approach in quality management 3. explains the integrated quality management approach in quality management 4. Explain the quality culture approach in quality management 		Reading literature, and lectures 2 X 50			0%

4	Describe and explain ISO-based quality management	<ol style="list-style-type: none"> 1.Explain the ISO-based quality management system 2.Mention the benefits of an ISO-based quality management certificate 3.Distinguish between ISO 9001, ISO 9002, and ISO 9003 4.Explains concepts and non-contractual matters in ISO 		Reading literature, and lectures 2 X 50		0%
5	Describe and explain quality planning and control	<ol style="list-style-type: none"> 1.mentions planning and quality control steps 2.describes the structure and process of developing the quality function 3.Explain the tools in planning and control 4.explains the concept of benchmarking in planning and control 		Reading literature, and lectures 2 X 50		0%
6	Describe and explain service quality measurements	<ol style="list-style-type: none"> 1.Explain with examples methods for measuring service quality 2.Explain with examples of measuring service quality with important performance analysis (importance performance) 3.Explain with examples of measuring service quality using the CARTER method 		Reading literature, lectures and discussions 2 X 50		0%

7	Describe and explain the implementation of quality management in the education sector	<ol style="list-style-type: none"> 1.State the basic rationale for implementing quality management 2.explain the role of top management, middle management and operational management in quality management 3.explains the approach and strategy for implementing quality management 4.Set an example in implementing quality management in the field of educational services 		Reading literature, lectures and discussions 2 X 50			0%
8	MIDDLE SEMESTER EXAMINATION (UTS)			2 X 50			0%
9	Explain the concept of risk	<ol style="list-style-type: none"> 1.Describe the concept of risk 2.Explain the meaning of risk 3.Explain the various risks 4.Classify the types of risks handled by managers 5.Describe the costs incurred by bearing the risk 		Reading literature, lectures and discussions 2 X 50			0%
10	Understand the concept of risk management	<ol style="list-style-type: none"> 1.Explain the meaning of risk management 2.Explain the importance of studying risk management 3.Describes risk management in relation to functions within the company 		Reading literature, lectures and discussions 2 X 50			0%
11	Understand risk identification	<ol style="list-style-type: none"> 1.Explain the definition of risk identification 2.Classifying losses 3.Describes the methods used to classify losses 		Reading literature, lectures and discussions 2 X 50			0%

12	Understand risk measurement	1.Explain the importance of risk measurement 2.Describe the dimensions that must be measured 3.Describes the determination of risk severity 4.Explain risk measurement with probability distributions		Reading literature, lectures and discussions 2 X 50			0%
13	Understand risk control	1.Explain the importance of controlling risk 2.Describes the methods used in risk control 3.Describes the methods used in risk financing		Reading literature, lectures and discussions 2 X 50			0%
14	Understand risk management	1.Explain the meaning of risk spending 2.Explain the methods used in risk spending 3.Explains risk transfer 4.Explains risk retention		Reading literature, lectures and discussions 2 X 50			0%
15	Understand the transfer of risk to insurance companies	1.Explain the definition of insurance 2.explain the benefits of insurance 3.describes the terms of the insurance agreement 4.classify types of assurance		Reading literature, lectures and discussions 2 X 50			0%
16	FINAL SEMESTER EXAMINATION (UAS)			2 X 50			0%

Evaluation Percentage Recap: Case Study

No	Evaluation	Percentage
		0%

Notes

- 1. Learning Outcomes of Study Program Graduates (PLO - Study Program)** are the abilities possessed by each Study Program graduate which are the internalization of attitudes, mastery of knowledge and skills according to the level of their study program obtained through the learning process.
- 2. The PLO imposed on courses** are several learning outcomes of study program graduates (CPL-Study Program) which are used for the formation/development of a course consisting of aspects of attitude, general skills, special skills and knowledge.
- 3. Program Objectives (PO)** are abilities that are specifically described from the PLO assigned to a course, and are specific to the study materials or learning materials for that course.
- 4. Subject Sub-PO (Sub-PO)** is a capability that is specifically described from the PO that can be measured or observed and is the final ability that is planned at each learning stage, and is specific to the learning material of the course.
- 5. Indicators for assessing** abilities in the process and student learning outcomes are specific and measurable statements that identify the abilities or performance of student learning outcomes accompanied by evidence.
- 6. Assessment Criteria** are benchmarks used as a measure or measure of learning achievement in assessments based on predetermined indicators. Assessment criteria are guidelines for assessors so that assessments are consistent and unbiased. Criteria can be quantitative or qualitative.

7. **Forms of assessment:** test and non-test.
8. **Forms of learning:** Lecture, Response, Tutorial, Seminar or equivalent, Practicum, Studio Practice, Workshop Practice, Field Practice, Research, Community Service and/or other equivalent forms of learning.
9. **Learning Methods:** Small Group Discussion, Role-Play & Simulation, Discovery Learning, Self-Directed Learning, Cooperative Learning, Collaborative Learning, Contextual Learning, Project Based Learning, and other equivalent methods.
10. **Learning materials** are details or descriptions of study materials which can be presented in the form of several main points and sub-topics.
11. **The assessment weight** is the percentage of assessment of each sub-PO achievement whose size is proportional to the level of difficulty of achieving that sub-PO, and the total is 100%.
12. TM=Face to face, PT=Structured assignments, BM=Independent study.