



# UNIVERSITY OF NICOSIA ΠΑΝΕΠΙΣΤΗΜΙΟ ΛΕΥΚΩΣΙΑΣ

University of Nicosia, Cyprus

<b>Course Code</b> MGT-450	<b>Course Title</b> Quality Assurance Management	<b>ECTS Credits</b> 6
<b>Department</b> Management & MIS	<b>Semester</b> Fall, Spring	<b>Prerequisites</b> MGT-281
<b>Type of Course</b> Elective	<b>Field</b> Management	<b>Language of Instruction</b> English
<b>Level of Course</b> Undergraduate	<b>Year of Study</b> 4th	<b>Lecturer(s)</b> Dr Alexandros Antonaras
<b>Mode of Delivery</b> Face-to-face	<b>Work Placement</b> N/A	<b>Co-requisites</b> None

## Objectives of the Course:

In recent years, Quality has become a strategic issue for enterprises and organizations everywhere and is seen by them as a competitive advantage. Quality Management education is the main driver of cultural change programs, and influences the organizational climate and style of management.

The main objectives of this course are as follows:

- To understand key concepts and the evolution of TQM movement.
- To understand quality as a strategic tool.
- To understand process improvement tools and international quality standards.
- To appreciate the use of the various Quality Improvement tools.
- To appreciate the benefits of the Quality Award Assessment models.

## Learning Outcomes:

After completion of the course students are expected to be able to:

- The evolution of Quality – the development of quality theory throughout the years.
- Quality Management Philosophy – analysis of the key Quality theories and quality gurus/scholars.
- Quality as a strategy – the importance of quality philosophy within the organizational strategy formulation and implementation.
- Service quality: Meeting customers' expectation – Analysis of the customer's

view on quality and expectations.

- Leadership and Quality effect – the characteristics of a strong leadership that is needed for quality programs.
- International Quality standards –(analysis and understanding of the key standards such ISO:9000.
- Quality Award Driven Assessment Models – analysis of the EFQM, Six Sigma, Malcom Baldrige Model.
- Quality Tools and Techniques – analysis of various tools and techniques (process management and SPC) and in particular on organizational change that is needed for quality philosophy.
- Quality Auditing - the importance of quality auditing and various tools and techniques for effective auditing.
- Economics of Quality – analysis of the three most important models for measuring the cost of quality

### **Course Contents:**

1. Introduction to Quality
2. Total Quality in Organisations
3. Quality Management Philosophies
4. Quality Management Systems & Quality Awards
  - a. ISO9001
  - b. EFQM
  - c. MBNQI
5. Focusing on Customers
6. Leadership and Strategic Planning
7. Process Management
8. Statistical Process Control
9. Quality Auditing
10. Economics for Quality
  - a. PAF Model
  - b. Process Cost Model
  - c. CIMA Model
11. Building and Sustaining TQ Organisations

### **Learning Activities and Teaching Methods:**

Lectures, In-Class discussion, In-Class exercises

### **Assessment Methods:**

Attendance/Participation/Coursework, Mid-Term Exam, Final Exam.

### Required Textbooks/Reading:

Authors	Title	Publisher	Year	Library access
Andrew Nichols	Exploding the Myths Surrounding ISO9000 : A Practical Implementation Guide Chapter 1 (pages 17-32) Chapter 6 (pages 126-151)	Ely : IT Governance Publishing	2013	*E-book available Click <a href="#">here</a>
H. Lal	Organisational Excellence through Total Quality Management: A practical Approach Chapter 7 (pages 71-83) Chapter 11 (pages 125-142) Chapters 25-26 (pages 293-322)	New Age International	2008	*E-book available Click <a href="#">here</a>
Shridhara Bhat	Total Quality Management: Text and Cases Chapter 3 (pages 74-109) Chapter 20 (pages 638-674)	Himalaya Publishing House	2010	*E-book available Click <a href="#">here</a>

<http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=571558&site=ehost-live>

<http://site.ebrary.com/lib/unicosia/detail.action?docID=10318736>

<http://site.ebrary.com/lib/unicosia/detail.action?docID=10415610>

### Recommended Textbooks/Reading:

Authors	Title	Publisher	Year	Library access
Goetsch L D 0- and Davis B S	Quality Management, Introduction to Total Quality Management for Production, Processing and Services	Pearson – Practice Hall	2006	Print copy available
Gitlow S.H	Quality Management Systems, A Practical Guide	St. Lucie Press	2001	Print copy available
Summers C.S.D	Quality Management Creating and sustaining Organizational Effectiveness	Pearson – Practice Hall	2005	Print copy available