



## Course Syllabus

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

### Course Objectives:

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 the course are to:

- Understand key concepts and the evolution of TQM movement.
- Understand quality as a strategic tool.
- Understand process improvement tools and quality management standards.
- Appreciate the use of the various Quality Improvement tools.
- Appreciate the benefits of the Quality Award Assessment models.

### Learning Outcomes:

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

1. Define Quality and quality management
2. Describe the evolution and the development of Quality theory throughout the years.
3. Name the key Quality theories and match them to the appropriate quality gurus/scholars.
4. Explain the importance of quality philosophy within the organizational strategy formulation and implementation.
5. Analyse customer's view on quality and expectations.

6. Explain the importance of using International Quality standards such as ISO: 9001.
7. List the most important Quality Award Driven Assessment Models.
8. Describe the EFQM Excellence Model and explain how it assists in performance and quality improvement
9. List the various quality tools and techniques for process management.
10. Use SPC for process improvement and construct control charts.
11. Explain the importance of quality auditing and the various tools and techniques for effective auditing.
12. Explain the concept of quality costs and outline the three most important models for measuring the cost of quality

**Course Content:**

1. Introduction to Quality
2. Total Quality in Organisations
3. Quality Management Philosophies
4. Quality Management Systems & Quality Awards
  - a. ISO9001
  - b. EFQM
  - c. MBNQA
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 / Readings:**

<b>Title</b>	<b>Author(s)</b>	<b>Publisher</b>	<b>Year</b>	<b>ISBN</b>
Exploding the Myths Surrounding ISO9000 : A Practical Implementation Guide  Chapter 1 (pages 17-32)  Chapter 6 (pages 126-151)	Andrew Nichols	Ely : IT Governance Publishing	2013	*E-book available Click <a href="#">here</a>
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)	H. Lal	New Age International	2008	*E-book available Click <a href="#">here</a>
Total Quality Management: Text and Cases  Chapter 3 (pages 74-109)  Chapter 20 (pages 638-674)	Shridhara Bhat	Himalaya Publishing House	2010	*E-book available Click <a href="#">here</a>

**Recommended Textbooks / Readings:**

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