COURSE OUTLINE

(1) GENERAL

SCHOOL	Business
ACADEMIC UNIT	Management
LEVEL OF STUDIES	1st Cycle
COURSE CODE	MGT-450

COURSE CODE	MGT-450	SEMESTER	Fall, Spring
COURSE TITLE	Quality Management		

INDEPENDENT TEACHING ACTIVITIES *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*	WEEKLY TEACHING HOURS	CREDITS
	2.5	6
Add rows if necessary. The organisation of teaching and the teaching methods used are described in detail at (d).		

COURSE TYPE *general background,* *special background, specialised general knowledge, skills development*	specialised general knowledge
PREREQUISITE COURSES:	MGT-281
LANGUAGE OF INSTRUCTION and EXAMINATIONS:	English
IS THE COURSE OFFERED TO ERASMUS STUDENTS	
COURSE WEBSITE (URL)	

(2) LEARNING OUTCOMES

Learning outcomes
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. *Consult Appendix A* • *Description of the level of learning outcomes for each qualifications cycle, according to the Qualifications Framework of the European Higher Education Area* • *Descriptors for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and Appendix B* • *Guidelines for writing Learning Outcomes*

After completion of the course students are expected to be able to:
- Define Quality and quality management
- Describe the evolution and the development of Quality theory throughout the years.
- Name the key Quality theories and match them to the appropriate quality gurus/scholars.
- Analyse customer's view on quality and expectations.
- Explain the importance of using International Quality standards such as ISO:9001.
- List the most important Quality Award Driven Assessment Models and explain how they assist in performance and quality improvement.
- Define process management and use SPC for improving business processes.

- Explain the importance of quality auditing and the various tools and techniques for effective auditing.
- Explain the concept of quality costs and outline the three most important models for measuring the cost of quality.

General Competences

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?

Search for, analysis and synthesis of data and information, with the use of the necessary technology	*Project planning and management*
Adapting to new situations	*Respect for difference and multiculturalism*
Decision-making	*Respect for the natural environment*
Working independently	*Showing social, professional and ethical responsibility and sensitivity to gender issues*
Team work	*Criticism and self-criticism*
Working in an international environment	*Production of free, creative and inductive thinking*
Working in an interdisciplinary environment	*……*
Production of new research ideas	*Others…*
	…….

Search for, analysis and synthesis of data and information, with the use of the necessary technology
Decision-making
Working independently
Project planning and management
Showing social, professional and ethical responsibility and sensitivity to gender issues

(3) SYLLABUS

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

Building and Sustaining TQ Organisations

(4) TEACHING and LEARNING METHODS - EVALUATION

DELIVERY *Face-to-face, Distance learning, etc.*	Face-to-face

USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY	Use of ICT in teaching / Χρήση ΤΠΕ
Use of ICT in teaching, laboratory education, communication with students	*Communication with students / Επικοινωνία με Φοιτητές*

TEACHING METHODS	Activity	Semester workload
The manner and methods of teaching are described in detail.	Lectures	35
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.	Study and analysis of bibliography	45
	Assignment	35
	Exam preparation	35
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		
	Course total	*150*

STUDENT PERFORMANCE EVALUATION	Attendance/Participation/Coursework, Mid-Term Exam, Final Exam.
Description of the evaluation procedure	
Language of evaluation, methods of evaluation, summative or conclusive, multiple choice questionnaires, short-answer questions, open-ended questions, problem solving, written work, 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.	

(5) ATTACHED BIBLIOGRAPHY

Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Quality Management: Tools, Methods and Standards	Marco Sartor Guido Orzes	Emerald Publishing Limited Bingley, UK	2019	9781787698048 9781787698017 9781787698031 eBook Collection (EBSCOhost) To access the book click here
Senior Management and Quality	Fin Rooney	Quality Press Milwaukee, W	2018	9780873899659 9781953079138 eBook Collection (EBSCOhost) To access the book click here

Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
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
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)	Lal H.	New Age International	2008	E-book available
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