

Al albayt University
Faculty of Finance and Business Administration
Department of Business Administration

Course: Quality Management (502210) Instructor: Dr. Bahjat Al-jawazneh
First Semester: 2015-2016 Lecture Schedule: Mondays and Wednesdays, 11-12.30

Course Description

This course is designed to give students an opportunity to understand the Quality Management concept and principles and the various tools available to achieve Total Quality Management. In addition to that this course allows students to have full understanding of the statistical approach for quality control and the ISO systems, QS certification process and its need for the industrial and service sector.

Course objectives:

1. To develop the quality culture among students
2. To expose students to the most recent quality management theories and techniques.
3. International quality certificates and the certifying organizations will be given great concern.
4. The applied side of quality management such as statistical quality analysis and tools will be discussed thoroughly during the course.
5. To make students ready for future integration within any quality management system.

List of topics and schedules:

A. Total Quality Management Perspective (1 and 2 week)

1. TQM Evolution
2. Quality Costs
3. Leadership for quality
4. TQM Implementation

B. Total Quality Management Principles & Strategies (3, 4, 5 week)

5. Customer Satisfaction
6. Employee Involvement
7. Process Approach
8. Continuous Process Improvement
9. Supplier Partnership
10. Performance Measures

C. Statistical Process Control (6, 7, 8 week)

11. Seven New Management Tools
12. Control Charts for Improving Process Capability
13. Six Sigma
14. The Seven Quality Control Tools and Introduction to Statistics

D. Total Quality Management Tools (9, 10, 11week)

15. Business Process Benchmarking (BPB)
16. Quality Function Deployment (QFD)

17. Taguchi's Robust Design

E. Quality Systems (12, 13 week)

- 18. Quality Awards
- 19. Environmental Management System (EMS)—14001
- 20. Quality System—ISO 9000 Standard

F. Applying Total Quality Control in the Company (14, 15, 16 week)

- 21. New Design Control
- 22. Incoming Material Control
- 23. Product Control

References:

- 1. James Evans and William Lindsay, the management and control of quality 6th edition, Thomson learning Inc. 2009
- 2. Foster, S. Thomas, and Kunal K. Ganguly. *Managing quality: Integrating the supply chain*. fifth edition. Upper Saddle River, New Jersey: Pearson Prentice Hall, 2007.
- 3. Feigenbaum. A.V. "Total Quality Management, McGraw-Hill, 2009