

Annotation of the course "Quality management"

Course Objectives:

The course aims to engage the student on contemporary issues pertaining to the management of quality in services and manufacturing, in international and domestic markets, as well as in the private and public sectors. Further, the conceptual and analytical skills developed in this course should enable the student to provide leadership in managing for quality.

Informative readings on quality management topics from reputable journals, and experiential learning exercises and projects complement the text and shape learning in this class. The student is expected to engage the professor and his or her fellow students in the discussion of pertinent issues.

The course will emphasize communication skills both written and oral and, in keeping with the objectives of the communications component of the program, will expect students to pay particular attention to detail in their papers and oral presentations (as that will affect the grade).

List of Topics:

- Introduction to Quality;
- Quality & Competitiveness;
- International Quality Management;
- Quality Philosophies & Frameworks;
- Statistical Process Control;
- Six Sigma & Process Capability;
- Quality through Customer Focus;
- Understanding Service Quality;
- Understanding Customer Defection & Service Recovery;
- Leadership in Quality Management;
- Motivation, Participation, Empowerment & Teamwork;
- Tools and Techniques for Quality Improvement;
- Quality Awards, Building and Sustaining Total Quality Organizations