

Total Quality Management

Single subject and programme course

credits

Total Quality Management

HINC16

Valid from:

Determined by

The Quality Board at the Faculty of Arts
and Sciences

Date determined

2006-01-12

Main field of study

No main field of study

Course level

First cycle

Entry requirements

See general information. At least two years of full-time undergraduate studies, one of which must be in a discipline relevant to the course.

Intended learning outcomes

The course aims at conveying a vision of company management characterized by customer focus and continuous participative process improvement work. The student shall develop an in-depth understanding and insight into the basic principles of progressive quality development and of how both the day-to-day and the strategic work of change and improvement can be organized, managed and led.

Course content

The course covers the basic principles of progressive quality development and of how both the day-to-day and the strategic work of change and improvement can be organized, managed and led. The tools and methods that are suitable for use in a continuous improvement strategy are also covered and how these can be realized to the benefit of both internal and external customers. The way in which variation is handled in the manufacturing process is dealt with, and how modern quality programs have contributed to increased competitiveness. The content of the course covers the following areas: TQM - a culture for improvement; Management control and process management; performance measurement systems; quality systems (ISO 9000, CMM). In addition to these phases it should be mentioned that the participants are actively trained in problem solving and presentation on their own.

The course is divided into two parts: Part 1 - Quality management Part 2 - Process development The theoretical phases of the course are to be carried out in the form of seminars and exercises. In order to impart a practical connection to the course content the knowledge is applied by means of a number of group projects and discussions of case studies. In addition, a number of visiting lecturers will illuminate practical cases of current interest.

Teaching and working methods

The course will consist of lectures, seminars and group discussions.

Examination

Examination of students will be carried out through written examination, a smaller group project, hand-in exercises and participation in seminars.

Grades

Three-grade scale, U, G, VG

Other information

Planning and implementation of a course must take its starting point in the wording of the syllabus. The course evaluation included in each course must therefore take up the question how well the course agrees with the syllabus. The course is carried out in such a way that both men's and women's experience and knowledge is made visible and developed.

Department

Institutionen för ekonomisk och industriell utveckling