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Title: QUALITY MANAGEMENT  
 Status: Definitive but changes made  
 Code: **5506SERBS** (118194)  
 Version Start Date: 01-08-2018  
 Owing School/Faculty: Academic Portfolio  
 Teaching School/Faculty: South Eastern Regional College

Team	Leader
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**Academic Level:** FHEQ5      **Credit Value:** 24      **Total Delivered Hours:** 78  
**Total Learning Hours:** 240      **Private Study:** 162

**Delivery Options**

Course typically offered: Standard Year Long

Component	Contact Hours
Lecture	26
Tutorial	52

**Grading Basis:** 40 %

**Assessment Details**

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	Essay	Individual 3,000 word case study coursework assignment.	50	
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**Aims**

1. To introduce students to the role and remit of the quality professional and quality function;
2. To give students the skills to improve an organisation's business processes, to reduce waste, increase efficiency and improve customer satisfaction.

## Learning Outcomes

After completing the module the student should be able to:

- 1 Explain the principles upon which the quality function is founded and the potential benefits to industry, customers and stakeholders;
- 2 Explain how organisational culture and values can impact quality performance;
- 3 Explain the role of quality models and standards in business;
- 4 Explain the principle of continual improvement and apply the basic problem-solving tools to identify the root cause of a problem;
- 5 Apply a wide range of quality monitoring, measurement and diagnostic tools and techniques;
- 6 Use different methods of data collection and analysis to make conclusions or recommendations on results.

## Learning Outcomes of Assessments

The assessment item list is assessed via the learning outcomes listed:

Essay 1	1	3	6
Essay 2	2	4	5

## Outline Syllabus

*Definitions of Quality;*  
*The evolution of Quality;*  
*Principles of Quality*  
*The Quality Gurus;*  
*Organisational culture for quality;*  
*Teamwork and quality;*  
*Quality Management Systems Models and Standards;*  
*Introduction to management systems auditing;*  
*Monitoring and measuring for quality;*  
*Costs of quality;*  
*Using quality to improve business performance;*  
*Quality related legislation and regulation;*  
*Quality in the supply chain.*

## Learning Activities

Each session will involve a lecture followed by a tutorial where students will gain practice in the application of various quality management models, tools and techniques. Learning activities include case study analysis, games and video.

## Notes

This module provides an understanding of what quality means in an organisational context and the component parts of the quality management process. It will also develop your ability to deploy improvement tools for continuous improvement. All of the skills you develop are prized by all organisations and are transferable across organisational sectors and so should enhance your employability no matter what sector you end up in.