

## Liverpool John Moores University

Title: QUALITY MANAGEMENT  
Status: Definitive  
Code: **5507HEPBS** (118858)  
Version Start Date: 01-08-2011

Owning School/Faculty: Liverpool Business School  
Teaching School/Faculty: HELP College

Team	Leader
Alex Douglas	Y

**Academic Level:** FHEQ5  
**Credit Value:** 24.00  
**Total Delivered Hours:** 78.00  
**Total Learning Hours:** 240  
**Private Study:** 162

### Delivery Options

Course typically offered: Standard Year Long

Component	Contact Hours
Lecture	26.000
Tutorial	52.000

**Grading Basis:** 40 %

### Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Essay	Essay	Individual 3,000 word case study coursework assignment.	50.0	
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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:

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

### **References**

<b>Course Material</b>	Book
<b>Author</b>	Sower, V E
<b>Publishing Year</b>	2011
<b>Title</b>	Essentials of Quality
<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	Wiley and Sons, Inc, Hoboken, NJ
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Summers, D C S
<b>Publishing Year</b>	2009
<b>Title</b>	Quality Management
<b>Subtitle</b>	Creating and Sustaining Organisational Effectiveness
<b>Edition</b>	2nd edition
<b>Publisher</b>	Pearson Education, London
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	BSI
<b>Publishing Year</b>	2008
<b>Title</b>	BS EN ISO 9001:2008 Quality Management Systems – Requirements
<b>Subtitle</b>	
<b>Edition</b>	
<b>Publisher</b>	BSI, London
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Dale, B G, van der Wiele, T and van Iwaarden, J
<b>Publishing Year</b>	2007
<b>Title</b>	Managing Quality
<b>Subtitle</b>	
<b>Edition</b>	5th edition
<b>Publisher</b>	Blackwell Publishing, Oxford
<b>ISBN</b>	

<b>Course Material</b>	Book
<b>Author</b>	Foster, S T
<b>Publishing Year</b>	2007
<b>Title</b>	Managing Quality
<b>Subtitle</b>	Integrating the Supply Chain
<b>Edition</b>	3rd edition
<b>Publisher</b>	Pearson Education, London
<b>ISBN</b>	

## **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.