

Summary Information

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| Module Code | 5606TECYPC |
| Formal Module Title | Quality Management |
| Owning School | Engineering |
| Career | Undergraduate |
| Credits | 20 |
| Academic level | FHEQ Level 5 |
| Grading Schema | 40 |

Teaching Responsibility

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|-----------------------------------|
| LJMU Schools involved in Delivery |
| LJMU Partner Taught |

Partner Teaching Institution

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| Institution Name |
| YPC International College (Kolej Antarabangsa YPC) |

Learning Methods

| Learning Method Type | Hours |
|----------------------|-------|
| Lecture | 24 |
| Seminar | 18 |
| Workshop | 24 |

Module Offering(s)

| Display Name | Location | Start Month | Duration Number Duration Unit |
|--------------|----------|-------------|-------------------------------|
| SEP-PAR | PAR | September | 12 Weeks |

Aims and Outcomes

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| Aims | Understanding that e-business technology management is a complex task involving dealing with technical issues, the module aims to integrate a variety of elements of the e-Business Management programme in action learning activities designed to tackle a relevant real or simulated complex quality problem. This process helps students to develop key skills such as applying quality tools, working in groups, problem solving, project management, oral and written communication skills within the context of tackling quality issues. |
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After completing the module the student should be able to:

Learning Outcomes

| Code | Number | Description |
|------|--------|--|
| MLO1 | 1 | Apply the key aspects of quality improvement cycle and appropriate quality tools and techniques for controlling, improving and measuring quality |
| MLO2 | 2 | Analyse a major technical/quality problem using new and old quality tools |
| MLO3 | 3 | Apply project management tools such as CPA and Resource Management to plan and map an implementation programme for technical change |
| MLO4 | 4 | Critically analyse and recommend effective problem solving for further improvement using project management tools and techniques |

Module Content

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|------------------------|---|
| Outline Syllabus | Introduction to quality management Quality approaches Quality tools Quality function deployment Little's law Economics of quality management Quality improvement project Service quality Statistical process control |
| Module Overview | |
| Additional Information | This module is designed to engage students with some practical knowledge on managing quality in organisations. With the changing competitive landscape, managing quality has become the main responsibility of people from all levels in an organisation. Through this module, students will be applying some problem-solving techniques and project management skills to technical problems, aiming at solving quality issues arise in businesses. |

Assessments

| Assignment Category | Assessment Name | Weight | Exam/Test Length (hours) | Module Learning Outcome Mapping |
|---------------------|-----------------|--------|--------------------------|---------------------------------|
| Report | Group Report | 100 | 0 | MLO1, MLO2, MLO3, MLO4 |

Module Contacts

Module Leader

| Contact Name | Applies to all offerings | Offerings |
|--------------|--------------------------|-----------|
| Karl Jones | Yes | N/A |

Partner Module Team

| Contact Name | Applies to all offerings | Offerings |
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