

Warning: An incomplete or missing proforma may have resulted from system verification processing

Title: Quality Management
Status: Definitive
Code: **5606TECYPC** (121720)
Version Start Date: 01-08-2021

Owning School/Faculty: Engineering
Teaching School/Faculty: YPC International College (Kolej Antarabangsa YPC)

Team	Leader
Karl Jones	Y

Academic Level: FHEQ5 **Credit Value:** 20 **Total Delivered Hours:** 66
Total Learning Hours: 200 **Private Study:** 134

Delivery Options

Course typically offered: Semester 1

Component	Contact Hours
Lecture	24
Seminar	18
Workshop	24

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	AS1	Group Report	100	

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.

Learning Outcomes

After completing the module the student should be able to:

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

Learning Outcomes of Assessments

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

Group Report	1	2	3	4
--------------	---	---	---	---

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

Learning Activities

Lectures, workshops and seminars

Notes

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.