

Liverpool John Moores University

Title: QUALITY MANAGEMENT
Status: Definitive
Code: **6034TEF** (103857)
Version Start Date: 01-08-2016

Owning School/Faculty: Sports Studies, Leisure and Nutrition
Teaching School/Faculty: Sports Studies, Leisure and Nutrition

Team	Leader
Louise Platt	Y

Academic Level: FHEQ6
Credit Value: 12
Total Delivered Hours: 26
Total Learning Hours: 120
Private Study: 94

Delivery Options

Course typically offered: Semester 2

Component	Contact Hours
Lecture	24

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Exam	AS1	One seen question and one unseen question	100	2

Aims

To critically appraise concepts, theories and models of quality, and evaluate their importance to the consumer goods and service industries.

Learning Outcomes

After completing the module the student should be able to:

- 1 Critically review the development of quality systems.

- 2 Define and explain a range of terms concerned with quality.
- 3 Critically evaluate the integral components of a variety of quality systems.
- 4 Appraise both the contribution of, and the limitations of, quality systems within consumer goods and services industries.

Learning Outcomes of Assessments

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

EXAM	1	2	3	4
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Outline Syllabus

Definitions of quality. Characteristics of service quality. Measuring, monitoring and evaluating quality. Quality systems: purpose, implementation, impacts, costs, benefits. Developing a quality culture. Service sector quality improvement. Accreditation.

Learning Activities

Key lectures will be supplemented by seminars encouraging student-centred and participative approaches. Students will be encouraged to apply theory through case studies, debates, and exercises.

Notes

Quality systems and quality improvement will be studied from a range of perspectives: purpose, implementation, impact costs and benefits, measurement, monitoring, evaluation and accreditation. The work of the quality 'gurus' will be evaluated in relation to topical issues in consumer goods industry and services sector.