

## Liverpool John Moores University

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Title: Process and Quality Management  
Status: Definitive  
Code: **6506DAV** (128041)  
Version Start Date: 01-08-2021  
  
Owning School/Faculty: Engineering  
Teaching School/Faculty: German Academy for Foreign Trade and Logistics

Team	Leader
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**Academic Level:** FHEQ6      **Credit Value:** 20      **Total Delivered Hours:** 81.5  
**Total Learning Hours:** 200      **Private Study:** 118.5

### Delivery Options

Course typically offered: Semester 1

Component	Contact Hours
Lecture	40
Workshop	40

**Grading Basis:** 40 %

### Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Exam	AS1	Written examination	45	1.5
Report	AS2	Case Study - written report	55	

### Aims

*To analyse the principles and practices of management in processes and production in the context of wider logistics systems.*

### Learning Outcomes

After completing the module the student should be able to:

- 1 Critically evaluate issues relating to process and quality management and the relationship to logistics.
- 2 Model effectively business processes related to manpower, activities, data and materials flows.
- 3 Assess thoroughly documented business processes using key operations characteristics such as e.g. service quality, process flexibility and costs associated with delays, material low volume and level of service or product customisation.
- 4 Discuss comprehensively the role of quality management in businesses.
- 5 Apply effectively quality management systems based on basic models and methods.

### **Learning Outcomes of Assessments**

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

Written examination	1	2	3	4
Case Study - written report	2	3	5	

### **Outline Syllabus**

#### *1 Process Management*

*Processes in the Information Economy  
Operation Process Concepts  
Process Modeling and Simulation  
Processes and Quality Control  
Managing Supply, Demand and Inventory  
Process Re-engineering*

#### *2 Quality Management*

*Fundamentals of Quality Management Systems  
Standards in Quality Management  
Certifications and documentation  
Implementation strategies*

### **Learning Activities**

Integrated series of formal lectures and tutorials.

### **Notes**

Formal lectures will be supported by group works under supervision of lecturers. Available break-out rooms allow for small student group work and individual tutoring. Individually research topics followed by short presentations at the beginning of each lecture support the self-learning process of students. The lectures are supported by

real-life examples of quality management programs.