

Process and Quality Management

Module Information

2022.01, Approved

Summary Information

Module Code	6506DAV
Formal Module Title	Process and Quality Management
Owning School	Engineering
Career	Undergraduate
Credits	20
Academic level	FHEQ Level 6
Grading Schema	40

Teaching Responsibility

LJMU Schools involved in Delivery
LJMU Partner Taught

Partner Teaching Institution

Institution Name
German Academy for Foreign Trade and Logistics

Learning Methods

Learning Method Type	Hours
Lecture	40
Workshop	40

Module Offering(s)

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

Aims and Outcomes

Aims	To analyse the principles and practices of management in processes and production in the context of wider logistics systems.
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After completing the module the student should be able to:

Learning Outcomes

Code	Number	Description
MLO1	1	Critically evaluate issues relating to process and quality management and the relationship to logistics.
MLO2	2	Model effectively business processes related to manpower, activities, data and materials flows.
MLO3	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.
MLO4	4	Discuss comprehensively the role of quality management in businesses.
MLO5	5	Apply effectively quality management systems based on basic models and methods.

Module Content

Outline Syllabus	1 Process Management Processes in the Information Economy Operation Process Concepts Process Modelling 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
Module Overview	
Additional Information	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.

Assessments

Assignment Category	Assessment Name	Weight	Exam/Test Length (hours)	Module Learning Outcome Mapping
Exam	Written examination	45	1.5	MLO1, MLO2, MLO3, MLO4
Essay	Case Study - written report	55	0	MLO2, MLO3, MLO5

Module Contacts

Module Leader

Contact Name	Applies to all offerings	Offerings
Ben Matellini	Yes	N/A

Partner Module Team

Contact Name	Applies to all offerings	Offerings
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