

Liverpool John Moores University

Title: BUSINESS QUALITY MANAGEMENT
Status: Definitive
Code: **6715SERCBS** (123161)
Version Start Date: 01-08-2021

Owning School/Faculty: Business and Management
Teaching School/Faculty: Business and Management

Team	Leader
Adrian McGrath	

Academic Level: FHEQ6
Credit Value: 20
Total Delivered Hours: 47
Total Learning Hours: 200
Private Study: 153

Delivery Options

Course typically offered: Semester 2

Component	Contact Hours
Lecture	11
Seminar	33

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Exam	EXAM	Open book multiple choice	100	3

Aims

1. Exam the students knowledge of business quality management.
2. To demonstrate the students application to methodologies within business quality management.
3. To evaluate students techniques when applying the business quality management methodologies.

Learning Outcomes

After completing the module the student should be able to:

- 1 Identify and explain the principles of business quality management.
- 2 Analyse the methodologies and tools that can be used in business quality management.
- 3 Critically review and apply appropriate techniques in selected business case.
- 4 Demonstrate skills in solving real life business quality issues.

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

- *Business quality management*
- *Business quality management methodologies*
- *In-depth discussion of the techniques in business quality management methodologies and their application*

Learning Activities

Students will be involved in case studies and activities in each session to help them understand the concepts and tools.

Notes

This module will equip students with knowledge, tools and confidence in the effective management of business quality. These skills are applicable in any industry and are widely welcomed by organizations. The course will therefore not only provide transferable skills to students, but also improve their employability.