

Code	M17VZB15E	ECTS Credit	7.5	HUN Credit	6
Module Title:	QUALITY MANAGEMENT				
Term:	spring				
Module Leader:	Dr. Roland Schmuck	Office Hours:	Tuesday 3.30-4.30 PM, B219		
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Short Description:	The goal of the course is to show the concepts and methods of quality management in organizations.				
Sessions (weeks)					
(The schedule is tentative, and subject to change.)					
<ol style="list-style-type: none"> 1. Differing perspectives on quality 2. Quality theory 3. The Gung Ho case study 4. Global supply chain quality and international quality standards; Strategic quality planning 5. Sakti Hendra Pramudya guest lecturer: Quality management at Wikipedia Indonesia 6. The voice of the customer; The voice of the market; Quality and innovation in product and process design; Designing quality services 7. Managing supplier quality in the supply chain; Acceptance sampling 8. The tools of quality 9. Biomark company visit: Pécs, Eperfás street (28th March 2019) 10. Reading week – No lesson (4th April 2019) 11. Spring break – No lesson (11th April 2019) 12. Student presentations of solutions based on the Biomark company visit (25th April 2019) 13. Group work exercise 1st part (2nd May 2019) 14. Group work exercise 2nd part (9th May 2019) ; Closing the course <p>Final exam in the exam period (exact date to be pronounced later)</p>					
Rationale Including Aims:	The aim of this module is to provide students with basic knowledge of quality assurance and quality management showing tools and methods that can be used in practice.				
Learning Outcomes: Knowledge	<p>On completion of this module the successful student will be able to:</p> <p>Understand basic quality assurance and management definitions, including the principles of quality management,</p> <p>Understand the concepts of different quality management systems such as the ISO 9001, TQM, etc,</p> <p>Develop critical and analytical problem-based learning and transferable skills.</p>				
Learning Outcomes: Skills	<p>This module enhances the development of the students' existing skills base, allowing for a cumulative learning experience. The skills gained in this module are transferable and they can be used in several situations.</p> <p>By the end of this module students will be able to demonstrate:</p> <ul style="list-style-type: none"> • ability to have a complex view on quality management, • ability to create and evaluate quality policy and quality goals, • ability to analyse and develop company operations based on the principles of quality management, • ability to use quality management tools and methods, team work skills are enhanced by group work tasks. 				
Teaching and Learning Strategies:	The course consists of lectures, where up-to-date principles and tools are introduced by the lecturer.				

	<p>Team work case study presentations give opportunity of analysis and class discussion of these principles in practice.</p> <p>Case studies provide opportunity of a detailed analysis of real-world cases to further develop skills and deeper understand the principles.</p> <p>Company visit helps students experience quality management in practice.</p>
Assessment Scheme:	<p>Evaluation consists of:</p> <ul style="list-style-type: none"> • Final exam (50%): written exam in the exam period • Class work (50%): <ul style="list-style-type: none"> • Case studies (6x5%=30%) • Presentation (10%) • Group work exercise (10%) <p>Marking:</p> <ul style="list-style-type: none"> • 0%-51%: fail (1) • 51.1%-59.9%: pass (2) • 60%-74.9%: fair (3) • 75%-87.9%: good (4) • 88%-100%: excellent (5) <p>Maximum 20% missing (3 classes) is acceptable.</p>
Further on Assessment:	<p>Case studies: There will be 7 case studies handed out during the classes to be solved in class work. Only the best 6 solutions will be used to calculate your points, so you can skip one case study without any points lost.</p> <p>Presentation: You need to make one presentation based on the company visit at Biomark. Presentation should be about quality management and quality improvement suggestions at Biomark based on your own ideas. Presentation pointing consists of: content and structure, presentation style and visualization, excitement and involving audience.</p> <p>Group work exercise: This will be a training exercise to be solved in teams. The work will overlap two sessions in two weeks. You need to participate in both to receive all the points. In partial participation the points will be given proportionally. Further details about it will be announced before the exercise.</p> <p>Final exam: Topics will include topics included in the lessons and the book listed in the core learning materials. Some chapters may not be covered. The lecturer will give you further information about before the exam period.</p>
Core Learning Materials:	<ul style="list-style-type: none"> • Foster, S. Thomas: Managing Quality: Integrating the Supply Chain. Sixth Edition, Pearson, 2017 • Slides of lectures to be provided after lectures in Neptun
Optional Learning Material:	<ul style="list-style-type: none"> • ISO 9001 quality management standard • Goetsch, David L. - Davis, Stanley: Quality Management for Organizational Excellence: Introduction to Total Quality. Pearson, 2016 • Schmuck, Roland: A minőségirányítás alapjai, Comenius Kiadó, 2010 • Summers, Donna C. S.: Quality Management. Pearson, 2009 • Total Quality Management and Business Excellence journal, Taylor & Francis Group