

Quality Management

1. Course Description

“Quality Management” is an optional course for undergraduate students from oversea. In the coming 17 weeks, the course will cover the main contents, concept of quality, Review on the development of the theories and practices of Quality Management, Basic concepts of Quality Management such as Quality Management System, quality planning, quality controlling, quality assurance, quality improvement, the relationship between quality with income and quality with cost, the very important quality management theory——Total quality management, some skills Kano Model and QFD method, quality and supplier relationship, and so on.

2. Course Objectives and Requirements

1. **Course Objectives** : The *objective* of this *course* is to provide a systematic survey on the theory and implementations of quality control and management activities for different industries (mainly manufacturing and service).It is expected that the concepts and methodologies of quality management will be implemented by the students in their future careers.

2. **Requirements** : With Management and **Operation Management** as prerequisites, undergraduate students are expected to get prepared for lectures, finish and submit assignments as required.

3. Course Arrangement



Course name		Quality Management	Total Credit Hours	34
unit	Credit hours	Contents	Preparation of class and reading materials	Cases
1	4	Unit One :Fundamental of Quality Management 1. Introduction 2. Concept of Quality 3. History of Quality Management 4. 8 Principles of Quality Management	Chapter 1 of Textbook (Total Quality Management and Operational Excellence)	
2	4	Unit Two : Total Quality Management 1. The Results of Total Quality 2. The Three Fundamental Concepts 3. The Three Strong Forces 4. The Three Critical Processes for Quality Management 5. The Total Quality Management Infrastructure	Chapter 2 of Textbook (Total Quality Management and Operational Excellence)	
3	4	Unit Three : Customer Focus 1.IDENTIFY THE CUSTOMERS 2.DISCOVER CUSTOMER NEEDS 3.CUSTOMER SATISFACTION		
4	4	Unit Four : Quality Cost Management	Chapter 7 of Textbook (Total	



		1. Assurance cost 2. Failure cost 3. PREVENTION COST 4. APPRAISAL COST	Quality Management and Operational Excellence)	
5	4	Unit Five : Quality Planning 1. Quality by Design 2. Quality function deployment	Chapter 6 of Textbook (Total Quality Management and Operational Excellence)	Case Lecture: Excellent Course Design in Tongji
6	6	Unit Six : Quality Controlling 1. Quality Controlling Development 2. PDCA Cycle. 3. PROCESS CONFORMANCE	Chapter 10、 11 of Textbook (Total Quality Management and Operational Excellence)	Company Visiting
7	4	Unit Seven : Quality management System 1. ISO 9000 Series Standards	Chapter 12 of Textbook (Total Quality Management and Operational Excellence)	Case Lecture: Business Continuity and Disaster Recovery Governance
8	4	Unit Eight : Quality Improvement 1. Basic tools 2. SIX SIGMA Management	Chapter 13、 14 of Textbook (Total Quality Management and Operational Excellence)	

5. Teaching Methods

Lectures、Discussions、Company visiting、Case Analysis, etc.

6. Learning Outcomes Expected

When have completed the course, students should know quality management is a continuing revolution and be familiar with basic methods and tools to achieve quality goals by effective quality planning, controlling and improving. Meanwhile, suppliers will play an important role in your quality management. Students should have skills to work together to reduce quality cost to make profit. Students should also have a good understanding of the role as an organizational member both as a quality manager, COO and CEO, and master some skills in identifying evaluating and resolving quality management issues.

7. Performance Evaluation: Means & Ratio

Evaluation Means	Ratio (%)	Link with learning outcomes expected
Team and individual assignments	40	Focusing on case analysis, evaluate the abilities of using QM knowledge related to analyses and solve the practical problems
Attendance and Engagement	10	Evaluate the abilities of understand and application of QM knowledge related and the abilities of team participation and effective communication
Paper work/ Final Exam	50	Emphasis on the evaluating the degree of mastering the basic concepts and important theories on these modules, such as Quality Management System, quality planning, quality controlling, quality assurance, quality improvement, the



		relationship between quality with income and quality with cost, the very important quality management theory——Total quality management, some skills Kano Model and QFD method, quality and supplier relationship
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8. Textbook, References and Reading Materials

1) Textbook

[1] Total Quality Management and Operational Excellence (4th edition), John S. Oakland, Routledge, 2014

[2] Juran's Quality Handbook (6th edition), Defeo, Joseph; Juran, J. M., McGRAW-HILL, 2011

2) Online resources

[1] <http://www.asq.org>

[2] <http://www.juse.or.jp>

[3] <http://www.iso.org/iso/en/ISOOnline.frontpage>

9. Assignment Requirements

Select the typical cases in your work by yourself, combine with the quality management theory and knowledge related, describe, analyses and evaluate problems existed, and put forward some solutions and alternatives.

Requirements

- 1) Collect this case background information and discuss about the problems above
- 2) Form the groups , each group consists of 3-4 students.



- 3) Do presentation in the class, each group need to submit PPT and the WORD (one copy of the electronic version and paper version)
- 4) Each group should prepare before class carefully, please.

The criteria of assignment evaluation (100 points)

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| 1) Whether the case material collection is completed or not | 20 points |
| 2) Whether the case analysis is system in-depth or not | 25 points |
| 3) Whether the insights is linked with work practice closely or not | 25 points |
| 4) Participation of group members in case discussion | 20 points |
| 5) Whether the PPT and document is made seriously and beautiful | 10 points |

Appendices:

1. The course PPT
2. Case material
3. Other teaching material (such as reading materials, the articles)
4. Study guide