



University of Pretoria Yearbook 2019

Quality management 801 (IKK 801)

Qualification	Postgraduate
Faculty	Faculty of Engineering, Built Environment and Information Technology
Module credits	16.00
Programmes	MEng Engineering Management (Coursework) MEng Technology and Innovation Management (Coursework) MSc Engineering Management (Coursework) MSc Technology and Innovation Management (Coursework)
Prerequisites	No prerequisites.
Contact time	20 contact hours per semester
Language of tuition	Module is presented in English
Department	Engineering and Technology Management
Period of presentation	Semester 1 or Semester 2

Module content

The general objective with this module is to emphasise understanding and application of the concepts of quality management within technological enterprises. The module focuses on important concepts and definitions of quality such as quality in design and processes to ensure customer satisfaction. The role and relevance of quality management systems and standards. The link between quality and competitive advantage, leadership, ethics, culture, empowerment, partnering, and teamwork. The measurement of quality and the use of tools and techniques for process and product improvement. Organisational quality management implementation strategies.

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