



# University of Pretoria Yearbook 2016

## Quality management 780 (BGH 780)

<b>Qualification</b>	Postgraduate
<b>Faculty</b>	<a href="#">Faculty of Engineering, Built Environment and Information Technology</a>
<b>Module credits</b>	16.00
<b>Programmes</b>	<a href="#">BEngHons Industrial Engineering</a> <a href="#">BScHons Applied Science Applied Science: Industrial Systems</a>
<b>Prerequisites</b>	No prerequisites.
<b>Contact time</b>	24 contact hours
<b>Language of tuition</b>	English
<b>Academic organisation</b>	Industrial and Systems Eng
<b>Period of presentation</b>	Semester 1 or Semester 2

### Module content

Professionally, engineers are confronted with issues related to product quality and performance or organisational excellence. The intention of this course is to provide an overview of the domain of modern quality management and to equip the student with theory, methodologies and tools and techniques to improve and achieve product quality and performance excellence.

The course covers the following topics;

- Contextualisation: The History, Guru's, Principles, Industrial setting and the Domain of Quality Management
- Practices of improving and achieving product quality: Role in Industrial Engineering, On-line and Off-line Quality Control Practices
- Frameworks of improving organisational excellence: National Quality Awards, ISO 9000 and other frameworks
- Practices of improving performance excellence: Quality and Competitive advantage, Customer and Supplier relationships, People Empowerment and Motivation, Quality Leadership and Organisational change.

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