Quality management 780 (BGH 780)

Qualification	Postgraduate
Faculty	Faculty of Engineering, Built Environment and Information Technology
Module credits	16.00
Programmes	BEngHons Industrial Engineering
	BScHons Applied Science Industrial Systems
Prerequisites	No prerequisites.
Contact time	24 contact hours
Language of tuition	Module is presented in English
Academic organisation	Industrial and Systems Eng
Period of presentation	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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