

# University of Pretoria Yearbook 2019

## Quality management 801 (IKK 801)

<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="#">MEng Engineering Management (Coursework)</a> <a href="#">MEng Technology and Innovation Management (Coursework)</a> <a href="#">MSc Engineering Management (Coursework)</a> <a href="#">MSc Technology and Innovation Management (Coursework)</a>
<b>Prerequisites</b>	No prerequisites.
<b>Contact time</b>	20 contact hours per semester
<b>Language of tuition</b>	Module is presented in English
<b>Department</b>	Engineering and Technology Management
<b>Period of presentation</b>	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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