TOTAL QUALITY MANAGEMENT

Credits: 4,5 ECTS

Year: THIRD

Lecturer: Jesús Tricás Preckler  jesus.tricas@iqs.es

OBJECTIVE
This course aims to orientate all the activities of the company towards the satisfaction of the customer expectations with an optimization of the resources owned by the company.

The content of this subject should equip students to achieve the following specific competences:

1. Understand the importance of fulfilling customer expectations for the success of the organizations and know the ways to achieve it.
2. Identify the essential processes related to organisational behaviour and apply the continuous improvement of processes to have success.
3. Recognise and promote the role of individuals in quality management.

As a consequence of the activities realized over the course, students should develop the following generic competences:

1. Problem-solving: Students should be able to apply problem-solving to improve Quality.
2. Oral and written communication: Students should be able to give good oral and written presentations on topics related to Quality.
3. Teamwork: Students should be able to collaborate, cooperate and work with their colleagues on the practical assignments and exercises included in this course.

PROGRAMME
1. Concept of quality. Levitt rings
2. Customer expectations. QFD.
5. Quality insurance. ISO rules
6. Organisation to improve.
7. Tools to improve.
8. Problem-solving.
9. Six Sigma
10. Reengineering
11. Integrated systems.
12. Human factor. Basic principles
13. Promote personal commitment.

**TRAINING ACTIVITIES**

The training activities for this subject are as follows:

<table>
<thead>
<tr>
<th>TRAINING ACTIVITIES</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Lectures presenting concepts and procedures</td>
<td>15</td>
</tr>
<tr>
<td>B. Practical sessions (exercises, case resolution)</td>
<td>20</td>
</tr>
<tr>
<td>C. Assignments</td>
<td>20</td>
</tr>
<tr>
<td>D. Seminars or tutorials</td>
<td>5</td>
</tr>
<tr>
<td>E. Personal study activities</td>
<td>35</td>
</tr>
<tr>
<td>F. Assessment sessions</td>
<td>5</td>
</tr>
</tbody>
</table>

**ASSESSMENT SYSTEMS**

<table>
<thead>
<tr>
<th>Assessment system</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Continuous-assessment tests</td>
<td>25 %</td>
</tr>
<tr>
<td>2. Classroom activities (exercises, discussion of practical cases, etc.)</td>
<td>20 %</td>
</tr>
<tr>
<td>3. Assignments</td>
<td>10 %</td>
</tr>
<tr>
<td>4. Projects</td>
<td>20 %</td>
</tr>
<tr>
<td>5. Final assessment or exam</td>
<td>25 %</td>
</tr>
</tbody>
</table>

Notes:
(1) Students who fail the continuous-assessment tests will have a compensatory final exam.

Attendance is considered necessary to pass the course

**Assessment of competences:**

The procedures used aim to assess both the specific competences for the subject and the generic competences associated with the subject. The generic competences are:
- **Oral and written communication**: Questionnaire where 8 criteria related with oral communication and 7 criteria related with written communication are assessed. It is used in an oral presentation about Reengineering and in an oral and written communication of the final assignment.

- **Teamwork**: Questionnaire where 5 criteria related with teamwork are assessed.

- **Problem-solving**: Practical case, particularly designed to assess different steps of problem-solving methodology. Specific questions for a continuous and final assessment procedure.

The following procedures are used to assess those competences.

1. Continuous-assessment tests: Through the continuous-assessment tests, students must demonstrate they have achieved the specific competences. In some sessions, they also assess the ability to solve problems.
2. Classroom activities: Useful to assess the achievement of specific competences, teamwork capacity and oral and written communication. One exercise is expressly designed to assess the ability for problem-solving.
3. Assignments: Useful to assess the achievement of specific competences, teamwork capacity and oral and written communication.
4. Projects: Useful to assess the achievement of specific competences, teamwork capacity and oral and written communication.
5. Final test: useful to assess specific competences. One part is useful to assess the knowledges about problem-solving.

**BIBLIOGRAPHY**

**BASIC BIBLIOGRAPHY**


**ADDITIONAL BIBLIOGRAPHY**


