Course Specifications
Valid as from the academic year 2016-2017

Course
Quality Management (E711036)

Lecturers in academic year 2016-2017
Van Alboom, Toon TW17 lecturer-in-charge

Course size
(nominal values; actual values may depend on programme)
Credits 3.0
Study time 90 h
Contact hrs 24.0 h

Course offerings and teaching methods in academic year 2016-2017
A (semester 1) Dutch lecture 24.0 h

Offered in the following programmes in 2016-2017
Bachelor of Science in Civil Engineering Technology 3 A
Bachelor of Science in Chemical Engineering Technology 3 A
Bachelor of Science in Electronics and ICT Engineering Technology 3 A
Bachelor of Science in Electromechanical Engineering Technology 3 A
Master of Science in Information Engineering Technology 3 A
Postgraduate programme in Innovation and Entrepreneurship in Engineering 3 A

Teaching languages
Dutch

Keywords
Quality management

Position of the course
With growing global competition, Quality Management is becoming increasingly important to the leadership and management of all organizations. Increasingly, organisations in Europe accept that Total Quality Management is a way of managing activities to gain efficiency, effectiveness and competitive advantage. The implementation of Total Quality Management programmes can achieve significant benefits such as reduced costs and greater satisfaction (customers, employees, financial and other stakeholders and the community at large), all leading to better business results. The course introduces the concepts of quality and quality systems, the organization of quality care in industrial companies, examines the steps to set up and implement a quality management system, possibly integrated with existing systems (environmental and safety programs).

Contents
• History - American and Japanese influences
• Integration of quality, environmental and safety management systems
• Systems of Quality Management (ISO-certification, ....)
• Management Models (EFQM, ....)
• Lean Six Sigma (DMAIC, ....)

Initial competences

Final competences
1 Correctly handling and applying theoretical and practical insights in quality management
2 Assimilation and application of relevant existing and new theories of quality management.
3 Collect and process relevant information.
4 Paying attention to environment, quality, safety and sustainability.

(Approved)
5. Reflect adequately on social and ethical issues.

Conditions for credit contract

Access to this course unit via a credit contract is determined after successful competences assessment

Conditions for exam contract

This course unit cannot be taken via an exam contract

Teaching methods

Lecture

Learning materials and price

Syllabus (without the obligation to purchase) and/or presentation files

References

- EFQM, www.efqm.org

Course content-related study coaching

By appointment and before and after the lessons.

Evaluation methods

dead-of-term evaluation and continuous assessment

Examination methods in case of periodic evaluation during the first examination period

Written examination with open questions, written examination with multiple choice questions

Examination methods in case of periodic evaluation during the second examination period

Written examination with open questions, written examination with multiple choice questions

Examination methods in case of permanent evaluation

Assignment

Possibilities of retake in case of permanent evaluation

Examination during the second examination period is not possible

Extra information on the examination methods

The written exam is a combination of open and multiple choice questions.

Calculation of the examination mark

Periodic evaluation 1: 70%
Non-periodic evaluation 1: 30%
Periodic evaluation 2: 100%
Non-periodic evaluation 2: not possible