QUALITY MANAGEMENT

- **Course code**

  8130

- **Type of course (compulsory, optional)**

  Elective

- **Level of course** (e.g. first, second or third cycle; sub-level if applicable)

  N/A

- **Year of study**

  2013-2014

- **Semester**

  6th semester

- **Number of credits allocated**

  6 ECTS Credits

- **Name of lecturer**

  Eric Soderquist, Associate Professor

- **Learning outcomes**

Product and service quality are very important as they not only determine customer and user satisfaction, but also the financial performance and even the survival of organizations. Quality can also be a differentiator in the marketplace, a key to optimized resource utilization and a factor that contributes to reducing the cost of production or service provision.

Quality Management departures from a clear strategy, requires an effective organizational structure, an HR policy that recognizes the importance of the contribution of all, use of specific tools an methods, and a managerial 'discipline' that must immerse throughout the whole supply chain. Professional Quality Management is today as important as effective financial management, marketing, HRM or any other area of management.

The course introduces students to the basic principles of a customer-oriented business environment where total quality and continuous improvement are central preoccupations irrespective of the kind of organization or the level within that organizations.

- **Mode of delivery (face-to-face, distance learning)**

  Face-to face teaching, exercises, case study discussions.

- **Prerequisites and co-requisites**

  N.A.

- **Recommended optional programme components**

  N.A.

- **Course contents**

  The course material includes the following thematic areas:

  1. Definitions and fundamentals of Quality and Quality Management:
  2. Statistical Process Control SPC: Measuring quality – where and how? Origins and foundations of SPC, Quality Charts and Process Capability.
  3. Application of Quality Tools.
  4. Overview of Quality Standards and Excellence Frameworks. ISO 9001 and 14000, EFQM. Quality Procedures.
  5. Strategy, organization and HRM in relation to Quality Management.

- **Recommended or required reading**

  📖 *James, Paul (2000): Μάνατζμεντ Ολικής Ποιότητας,* Κλειδάριθμος*, Αθήνα*

  or

  📖 *Ζαβλάνος, Μύρων (2006): Η Ποιότητα στις Παρεχόμενες Υπηρεσίες και τα Προϊόντα,* Εκ. Αθ. Σταμούλης*, Αθήνα.*

- **Planned learning activities and teaching methods**

Teaching includes lectures and tutorial lessons on exercises and case studies, take-home case study preparation and group project.

- **Assessment methods assessment methods and criteria**

  Final written exam (70%)

  Group Project (30%)

  Students must achieve >= 5 grade in written exam

  Class participation is also evaluated.

- **Language of instruction**

  Greek

- **Work placement(s)**

  N.A.