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Course title	Total Quality Management			
Course code	BUSS318			
Course type	Theoretical, Elective Course Group B			
Level	Undergraduate			
Year / Semester	Year 3 Semester 5			
Teacher's name	Dr. Mardapittas Chrysanthos			
ECTS	4	Lectures / week	2	Laboratories / week
Course purpose and objectives	This course aims to provide, the main principles of business and processes, methodologies and strategies aimed to create and maintain mechanism of organizations' continuous improvement. It aims also to introduce the concepts of business and social excellence that are a sustainable approach to organizations' competition, efficiency improvement, leadership and partnership.			
Learning outcomes	<p>After the completion of the course students are expected to:</p> <ul style="list-style-type: none"> • Be able to understand business excellence models • Assess organizations, performance making reference to specified criteria • Define the principles of total quality management and peculiarities of their implementation • Be able to use quality management methods analysing and solving problems of organizations • Define prerequisites of evolution of total quality management and significance of quality gurus' works to the management of modern organizations 			
Prerequisites	MGMT112 Introduction to Business & Management	Required	None	
	STAT107 Introduction to Statistics			
Course content	<ul style="list-style-type: none"> • Quality basics and history: Cost of Quality, The importance of quality, The gap model and expectation-perception gaps • Total quality concept: · Evolution of quality concepts and quality paradigms, Organization for total quality, process management · (Total) Quality management gurus: <i>Deming, Juran, Crosby and others</i> • Quality teams and teamwork processes: Basic problem solving tools for quality improvement, Leadership and empowerment • Quality standards and award models • TQM implementation and case studies • Quality through improvement: Six sigma, Lean six sigma, Kaizen, 5S, SPC, Causes of waste: muda, mura and muri, Involvement of everyone for successful improvement, Lean tools, Lean improvements across different sectors 			

Teaching methodology	<p>The course content will be taught using:</p> <ul style="list-style-type: none"> • Power Point presentations • Guided discussions with the active participation of students • Examples and case studies that relate to the content of the course • Question and answer section • Use of internet and related IT infrastructure • Use of video projector and whiteboard • Assignment
Bibliography	<p>Greek Bibliography</p> <ul style="list-style-type: none"> • Αυλωνίτης, Σ.(2012), Στοιχεία ελέγχου και διασφάλισης ποιότητας. Εκδόσεις Ίων, ISBN: 9789605080501 <p>English Bibliography</p> <ul style="list-style-type: none"> • Doney, Jeffry A.(2019) Total Quality Management (TQM): Concepts, Implementation and Applications. New York: Nova, ISBN 9781536156010 <p>EBSCO Host</p> <ul style="list-style-type: none"> • Evans, J., Lindsay, W.(2017), Managing for quality and performance excellence. Cengage Learning, ISBN: 9781305662544 • Bank, J.(2001), The essence of total quality management. Financial Times Prentice Hall, ISBN: 0-13-573114-3
Assessment	<ul style="list-style-type: none"> • Attendance and Class Participation: 10% • Assignment: 20% • Intermediate Written Examination: 30% • Final Written Examination: 40%
Language	<p>English or Greek</p>