



Course syllabus

Faculty Board of Science and Engineering
School of Engineering

1SE010 Kvalitetsstyrning, 7,5 högskolepoäng
Quality Management, 7.5 credits

Main field of study

Total Quality Maintenance

Subject Group

Industrial Engineering and Management

Level of classification

First Level

Progression

G1F

Date of Ratification

Approved by Organisational Committee 2009-07-24

The course syllabus is valid from spring semester 2010

Prerequisites

Basic eligibility and knowledge corresponding to 7,5 credits in Economics/Business Administration, 15 credits in Mathematics and Business Driven Quality Maintenance (SE9001) 7.5 credits.

Expected learning outcomes

After completing the course the students are expected to be able to

- give an account of the TQM concept and its application in producing and service providing enterprises
- understand and apply methods and tools within quality management
- give an account of the role of leadership and information within sustainable quality work
- give an account of quality management's economic significance

Content

The course includes the following elements:

- The TQM concept and its historical development
- Quality of products and services
- Requirements on leadership and communication
- Methods and tools for quality assurance and improvement
- Process management

- Relations between quality and technical/economic results

Type of Instruction

The teaching consists of lectures, group work, laboratory work, submitted assignments and a case study.

Examination

The course is assessed with the grades U,3,4 or 5.

The assessment is based on submitted reports and oral and written presentations of compulsory assignments.

Course Evaluation

When the course has finished, an evaluation is compiled. The results are reported to the students and then archived according to the rules of the school.

Other

Some course elements may involve costs that have to be defrayed by the course participant. The course is offered in English if there are international participants.

Required Reading and Additional Study Material

Required reading

B.Bergman & B. Klefsjö Quality, from customer needs to customer satisfaction, Studentlitteratur, Lund, latest edition c.350 p.

Current articles 50-100 p.