



Course syllabus

Faculty Board of Business, Economics and Design
School of Business and Economics

2FE012 Logistikkvalitet och processledning, 6 högskolepoäng
Logistics Quality and Process Management, 6 credits

Main field of study

Business Administration

Subject Group

Business Administration

Level of classification

First Level

Progression

G2F

Date of Ratification

Approved by the Board of the School of Business and Economics 2009-12-17

Revised 2012-03-02. Revision of expected learning outcomes and examination forms

The course syllabus is valid from autumn semester 2012

Prerequisites

It is required to have participated in 2FE011 Production Management 6 cr or the corresponding.

Objectives

After completed course the student should be able to:

- Account for basic concepts in quality and quality management
- Apply quality tools and models for customer satisfaction in a logistics perspective
- Understand the impact of process orientation and process management for the development of logistics systems
- Conduct process mapping and quality measuring in a limited area, identify and analyze quality deficiencies and critically discuss improvement suggestions

Content

Quality management. Central concepts, history and importance. Approaches to continuous improvement. Quality measurements and quality tools.

Process management. Central concepts, process mapping. Process design, control and improvement. Process management measurements

Customer satisfaction. Importance, measurement methods

Quality approaches. ISO9000:2000, Utmärkelsen Svensk Kvalitet, QS9000/TS16949

Logistics quality. Measuring logistics performance, the SCOR model

Type of Instruction

Teaching consists of lectures, group assignment tutorial meetings and seminars. Participating in seminars and guest lectures is compulsory.

Examination

The course is assessed with the grades Fail (U), Pass (G) or Pass with Distinction (VG).

The course is examined by an individual written exam and a group assignment.

For a passing grade, the expected learning outcomes have to be fulfilled; the basis for the grade is how well the expected learning outcomes are met. The weighing of grades to a course grade is done based on the document "Principer för betygsrapportering" dnr 2011/160.

Students who do not achieve a satisfactory result in the examinations are permitted to make a second attempt approximately 5-8 weeks after the normal examination date. The student will have a minimum of five occasions for written exams in relation to the syllabus to which the student was accepted. Usually 3 occasions per academic year.

Course Evaluation

A written evaluation is conducted and compiled in a report, which is filed at the department. The result and actions, if taken, are communicated to the teacher responsible for the course and presented to the students in the way most appropriate according to the teacher responsible for the course. Other types of evaluations, such as continuous during the course or oral communication with the students, can occur and is encouraged to secure continuous quality improvement.

Required Reading and Additional Study Material

Mandatory literature

Bergman, B. Klefsjö, B. Kvalitet från behov till användning, Studentlitteratur, latest edition. 640 p.

Ljungberg, A., Larsson, E. Processbaserad verksamhetsutveckling, Studentlitteratur, latest edition. 350 p.