



Course syllabus

School of Business and Economics

Department of Management Accounting and Logistics

2FE212 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 2014-10-29

Revised 2016-03-23 by School of Business and Economics. Revision of objectives and standard texts.

The course syllabus is valid from autumn semester 2016

Prerequisites

Participated in the course Production Management 6 credits, or the equivalent.

Objectives

After completing the course the student is expected to be able to:

- account for basic concepts in quality and quality management
- apply quality tools and models for customer satisfaction in a logistics perspective
- explain 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

The course contains:

- quality management - central concepts, approaches to continuous improvement, quality measurements and quality tools
- quality systems - the ISO9000/ISO9000:2000 series, quality management principles
- customer satisfaction - importance, measurement methods
- process management - central concepts
- development of processes - process mapping, process design, control and improvement

Type of Instruction

Teaching consists of lectures, group assignments, tutorial meetings and seminars. Obligatory parts are stated in the schedule.

Examination

The course is assessed with the grades A, B, C, D, E, Fx or F.

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

The grade A constitutes the highest grade on the scale and the remaining grades follow in descending order where the grade E is the lowest grade on the scale that will result in a pass. The grade F means that the student's performance is assessed as fail.

After each regular examination there will be at least one new examination in close proximity to the date the results of the regular exam were posted. A minimum of five occasions for written exams will be offered in relation to the syllabus to which the student was accepted. Usually three occasions per academic year are offered. Students that fail reports can complement after instructions from the examiner to obtain a pass grade.

Grading criteria for the A–F scale are communicated in writing to the student by the start of the course/module at the latest, as well as how grades on separate elements of examination are weighed to a final course grade.

Course Evaluation

During the implementation of the course or in close connection to the course a course evaluation is to be carried out. Result and analysis of the course evaluation is to be presented as feedback both to the students who have completed the course and to the students who are to participate on the course the next time it is offered. The course evaluation is to be carried out anonymously.

Credit Overlap

The course cannot be included in a degree along with the following course/courses of which the content fully, or partly, corresponds to the content of this course: The course overlaps 2FE012, 2FE035:3, 2FE084:3 and 2FE070:3 with 6 credits each.

Required Reading and Additional Study Material

Required reading

Bergman, B. & Klefsjö, B. *Kvalitet från behov till användning*. Studentlitteratur. Latest edition. 500 pages.

Ljungberg, A. & Larsson, E. *Processbaserad verksamhetsutveckling*. Studentlitteratur. Latest edition. 500 pages.

Scientific articles. 100 pages.