

## MODULE DESCRIPTOR

<b>MODULE TITLE</b>	Management of Quality in Organisations		
<b>Module Code</b>	25-6064-00L		
<b>Level</b>	6		
<b>Credit Points</b>	20		
<b>Indicative Assessment Components &amp; Percentage Weightings</b>	45% Coursework 55% Examination		
<b>Pre-Requisite Modules (if applicable)</b>			
<b>Delivered according to Standard Academic Calendar</b>	<b>Long: 2 semesters</b>	<b>Short: 1 semester</b>	<b>Other delivery pattern: <i>Please specify</i></b>
YES	YES	NO	

### 1 MODULE AIMS

The aims of this module are to:

- Facilitate understanding of the evolution of the quality movement so particular quality concepts can be put into context;
- provide an opportunity for students to analyse how the quality function is established and how it functions within organisations;
- review the barriers and pitfalls of operating quality management systems and suggest effective solutions.

### 2 MODULE LEARNING OUTCOMES BY THE END OF THE MODULE YOU WILL BE ABLE TO

1. Appraise the development and application of quality in organisations;
2. Critically discuss essential aspects of various quality models;
3. Evaluate the cultural and organisational issues which affect quality systems;
4. Devise and justify an appropriate approach to process understanding and improvement;
5. Critically review methods of performance measurement; and
6. Appraise the factors relevant to quality system implementation.

### 3 INDICATIVE LEARNING, TEACHING AND ASSESSMENT ACTIVITIES

- lectures to provide ideas and concepts using contextualised material;
- seminar tasks involving the application of learned material and the generation of solutions by group and individual students; set study materials provided;
- guided self-managed study before and after delivered classes including reading relevant content in recommended texts on the reading list and other sources; and
- assessment will comprise of an individual report with written feedback and an end module examination.

#### **ASSESSMENT STRATEGY AND METHODS**

<b>Task No.</b>	<b><u>TASK DESCRIPTION</u></b>	<b>SI Code</b>	<b>Task Weighting %</b>	<b>Word Count / Duration</b>	<b>In-module retrieval available</b>
1	Coursework	CW	45%	2200 words	Yes
2	Exam	EX	55%	2 hours unseen	No

### 4 INDICATIVE MODULE CONTENTS / TOPICS

#### The evolution of quality

- inspection to total quality; sound concepts that were developed; gurus involved.

#### Components of TQM

- people, suppliers, customers, systems, processes, culture, commitment and communications.

#### Process and improvement

- process management roles; elements of a process; process improvement and tools.

#### People development and teamwork

- roles within teams; teamwork models.

#### Quality management models

- ISO 9000 approach; excellence models

#### Performance measurement

- cost of quality measurement; benchmarking; balanced scorecard approach.

#### Implementation framework

- stages of implementation; management of implementation

#### **FURTHER INFORMATION ABOUT THIS MODULE**

**FURTHER/ADDITIONAL INFORMATION IS AVAILABLE TO SUPPORT THIS MODULE, INCLUDING ASSESSMENT CRITERIA DETAILING HOW YOUR PERFORMANCE IN THE MODULE WILL BE ASSESSED, WHO YOU WILL RECEIVE FEEDBACK, DETAILS OF LEARNING RESOURCES AND KEY READINGS**

**THIS INFORMATION CAN BE FOUND IN THE MANAGEMENT OF QUALITY IN ORGANISATIONS GUIDE ISSUED AT THE BEGINNING OF THE DELIVERY AND THE ON-LINE LEARNING BLACKBOARD SITE AND ASSESSMENT BRIEFS**

**NOTE THIS ADDITIONAL INFORMATION MAY BE SUBJECT TO CHANGE FROM YEAR TO YEAR**

**FINAL TASK**

<b>According to the Assessment Strategy shown in the Module Descriptor, which task will be the LAST TASK to be taken or handed-in? (Give task number as shown in the Assessment Strategy)</b>	Task No.  2
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**MODULE REFERRAL STRATEGY**

<b>Task for Task (as shown for initial assessment strategy)</b>	Y
<b>Single Referral Package for All Referred Students</b>	N

**REVISIONS**

<b>Date</b>	<b>Reason</b>
July 2012	Assessment Framework review