

Course outline

Quality management methods

Course outline:

Lecture No.1 + Lecture No.2

Introduction to Quality Management.

Short history about quality management methods development and pioneers.

Seminar 1

Lecture No.3 + Seminar 2

Quality assurance and assessment. Total Quality Management approach.

Seminar 3

GROUP PRESENTATIONS

Lecture No.4 + Seminar 4

Operations (Process) Management. Seven Basic and Seven New Tools of Quality Management

(POTENTIAL VISIT TO ORGANISATION: QUALITY MANAGEMENT PRACTICAL EXPERIENCE)

Lecture No.5

Tools of Quality Management. Contemporary Approaches and Techniques in Quality Management. ISO standards.

Lecture No.5 + Seminar 6

Quality Excellence models. Quality Costs. Quality and Lean. Preparing for the Future of Quality.

Start-up business and quality management?

MINI-PROJECT PRESENTATIONS

EXAM