



The Hashemite University
College of Econ. & Admin. Science
Business administration Department
First Semestre 2018/2019

Total Quality management (1802031434)
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Course Description :

Fundamentals of TOM ; Some important philosophies and the impact of quality Gurus on quality (Deming, Juran, Crosby), Features of Malcolm Baldrige quality award ; Identification and measurement of quality costs, Issues related to products , processes , organization , leadership , and commitment for total quality achievement ; Tools and techniques used in TOM; seven tools , Kaizen , and JIT programmers ; Fundamental concepts about Quality Function Deployment (QFD); components of Total Quality System (TQS) in organizations , Quality Auditing : Introduction to ISO 9000 and 14000 standards , Case studies .

General Aim and objectives of the course:

The student should develop the foundations for understanding a number of quality systems and management concepts that are common today assumed to be a part of a world class, global organization. These include ISO9000 and 14000 programs, Baldrige Awards. Six Sigma, Project Management, Strategic Planning, and Organizational Alignment. The student will also develop an understanding through experiencing common improvement tools and processes the outcome of this course of study will be an understanding of a broad array of quality program appropriate to the student's workplaces and / or target organizations.

Specifically this course will enable students to:

- ✓ **Appreciate the complexity of organizational quality issues**
- ✓ **Address typical Quality Management problems with grater confidence**
- ✓ **Expand their Knowledge of Quality Management concepts and practices**
- ✓ **Understand and apply the various tools and techniques of Quality Management**
- ✓ **Anticipate issues and problems they will face when implanting quality programs.**

Lectures timetable

Week	Date	Topic / s	Reading
1	9/9-13/9	Introduction	
2	16/9-20/9	Differing Perspectives on Quality	Chapter 1
3	23/9-27/9	Differing Perspectives on Quality	Chapter 1
4	30/9-4/10	Quality Theory	Chapter 2
5	7/10-11/10	Quality Theory	Chapter 2
6	14/10-18/10	Strategic Quality Planning (First Exam. 16/10/2018)	Chapter 4
7	21/10-25/10	Strategic Quality Planning	Chapter 4
8	28/10-1/11	Managing Supplier Quality in the Supply Chain	Chapter 9
9	4/11-8/11	Managing Supplier Quality in the Supply Chain	Chapter 9
10	11/11-15/11	The Tools of Quality	Chapter 10
11	18/11-22/11	The Tools of Quality (Second Exam. 20/11/2018)	Chapter 10
12	25/11-29/11	Statistically-Based Quality Improvement for Variables	Chapter 11
13	2/12-6/12	Statistically-Based Quality Improvement for Variables	Chapter 11
14	9/12-13/12	Statistically-Based Quality Improvement for Attributes	Chapter 12
15	16/12-20/12	Statistically-Based Quality Improvement for Attributes	Chapter 12

Assessment:

First examination	25%.....	16/10/2018
Second examination	25%.....	20/11/2018
Class participation	10%	
Final examination	40%	
Total	100%	

Recommended Text:

S .Thomas Foster (2013) " Managing Quality integrating the supply Chain "5th Edition, Pearson Prentice Hall, Inc., United States of America.

References:

- ***David L. Goetsch & Stanley B. Davis, (2010) "Quality Management for Organizational Excellence "6th Edition, Pearson Prentice Hall, Inc. United States of America.***
- ***Donna C. Summers (2010), " Quality " 5th Edition, Pearson Prentice Hall Inc. United States of America.***
- ***CAPT (Center for the Advancement of Process Technology) (2011) "Process Quality" 1st Edition, Pearson prentice Hall Inc. United States of America.***
- ***Dale H. Besterfield (2009) "Quality Control" 8th Edition, Pearson Prentice Hall Inc. United States of America.***
- ***Donna C. Summers (2009) " Quality Management " 2nd Edition, Pearson Prentice Hall Inc. United States of America.***