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MODULE DESCRIPTOR

Module Title

Quality Management and Excellence Models

Reference	BSM522	Version	8
Created	January 2019	SCQF Level	SCQF 11
Approved	February 2019	SCQF Points	15
Amended	July 2019	ECTS Points	7.5

Aims of Module

To discuss, debate and evaluate the key principles, concepts and tools available for business transformation and organisational continuous improvement, within the context of quality management.

Learning Outcomes for Module

On completion of this module, students are expected to be able to:

1	Critically evaluate the key principles and concepts of quality improvement.
2	Evaluate the use of process improvement tools and techniques within an organisational context.
3	Analyse the impact of a range of quality standards for the achievement of quality improvement.
4	Critically evaluate the role of assessment and measurement in the improvement process.
5	Synthesise the current strategic issues in relation to total quality management.

Indicative Module Content

The principles and concepts of Total Quality Management; the context of ISO Standard;, Change Management and Continuous Improvement; quality management statistical models; process improvement; DMAIC; Six Sigma; Lean quality management systems; workforce engagement and motivation; establishing a performance mindset; building and sustaining quality and performance excellence; enterprise risk management; future quality trends.

Module Delivery

Taught Mode: the module is delivered full-time and part-time by lectures, interactive group work, case study tutorials and directed self-study. Distance Learning Mode: the module is delivered by self directed learning from paper-based or web-based learning materials, supported by seminars and/or on-line support.

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Indicative Student Workload	Full Time	Part Time
Contact Hours	36	36
Non-Contact Hours	114	114
Placement/Work-Based Learning Experience [Notional] Hours	N/A	N/A
TOTAL	150	150
Actual Placement hours for professional, statutory or regulatory body		

ASSESSMENT PLAN

If a major/minor model is used and box is ticked, % weightings below are indicative only.

Component 1

Type:	Coursework	Weighting:	100%	Outcomes Assessed:	1, 2, 3, 4, 5
Description:	There will be one coursework which will be a presentation.				

MODULE PERFORMANCE DESCRIPTOR

Explanatory Text

The Module is assessed by one component. Module Pass Mark = Grade D (40%)

Module Grade	Minimum Requirements to achieve Module Grade:
A	At least 70%
B	At least 60%
C	At least 50%
D	At least 40%
E	At least 35%
F	Less than 35%
NS	Non-submission of work by published deadline or non-attendance for examination

Module Requirements

Prerequisites for Module	None.
Corequisites for module	None.
Precluded Modules	None.

INDICATIVE BIBLIOGRAPHY

1	OAKLAND, J.S., OAKLAND, R.J. and TURNER, M.A., 2020. Total Quality Management and operational excellence: text with cases. 5th ed. UK: Routledge.
2	KIRAN, D.R., 2016. Total Quality Management: key concepts and case studies. Oxford: Elsevier.
3	EVANS, J.R. and LINDSAY, W.M., 2017. Managing for quality and performance excellence. 10th ed. Australia: Cengage Learning.