

MODULE DESCRIPTOR

Module Title

Quality Management and Excellence Models

| | | | |
|-----------|---------------|-------------|---------|
| Reference | BSM522 | Version | 9 |
| Created | August 2021 | SCQF Level | SCQF 11 |
| Approved | February 2019 | SCQF Points | 15 |
| Amended | August 2021 | 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.

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 |
| <i>Actual Placement hours for professional, statutory or regulatory body</i> | | |

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**

Component 1 comprises 100% of the module grade. To pass the module, a D grade is required.

| Module Grade | Minimum Requirements to achieve Module Grade: |
|--------------|--|
| A | A |
| B | B |
| C | C |
| D | D |
| E | E |
| F | F |
| NS | Non-submission of work by published deadline or non-attendance for examination |

Module Requirements

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

INDICATIVE BIBLIOGRAPHY

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