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## 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
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

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

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.