

## MODULE DESCRIPTOR

### Module Title

Quality Management and Excellence Models

Reference	BSM522	Version	10
Created	February 2024	SCQF Level	SCQF 11
Approved	February 2019	SCQF Points	15
Amended	March 2024	ECTS Points	7.5

### Aims of Module

To analyse and evaluate key quality management principles, concepts and tools for business transformation and continuous improvement.

### 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 and apply key process improvement tools and techniques in an organisational context.
- 3 Analyse the impact of a range of quality standards in the achievement of quality improvement.
- 4 Critically evaluate the role of assessment and measurement in quality improvement processes.
- 5 Make informed judgements about strategic quality management issues.

### Indicative Module Content

The principles and concepts of Total Quality Management (TQM), ISO Standards, continuous improvement, process improvement, change management, statistical models, Six Sigma, Lean quality management systems; DMAIC, establishing a performance mindset, building and sustaining quality and performance excellence, enterprise risk management, business sustainability.

### Module Delivery

On campus mode: the module is delivered full-time and part-time through lectures, interactive group work, and directed self-study. Online mode: the module is delivered online through web-based learning materials, supported by seminars and on-line tutor 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:  Weighting:  Outcomes Assessed:   
 Description:

**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:
<b>A</b>	<input type="text" value="A"/>
<b>B</b>	<input type="text" value="B"/>
<b>C</b>	<input type="text" value="C"/>
<b>D</b>	<input type="text" value="D"/>
<b>E</b>	<input type="text" value="E"/>
<b>F</b>	<input type="text" value="F"/>
<b>NS</b>	<input type="text" value="Non-submission of work by published deadline or non-attendance for examination"/>

**Module Requirements**

Prerequisites for Module   
 Corequisites for module   
 Precluded Modules

**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.