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
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

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.