

## Quality and Process Management (taught in English)

Modul Number: AW-0 0 7770.M

Lecturer: ShiaoFong Yin

ECTS-credits: 5

Workload: 150 h (approx. 60 class and 90 independent study)  
(1 ECTS = 30 h)

Contact hours (SWS): 4 hours per week

Learning objectives: This course provides students with the knowledge and techniques required to propose, plan and execute quality management strategies to gain and sustain a competitive advantage in today's global business arena. This course introduces and builds upon basic quality management concepts, methodology and techniques to assist in process improvement, production control, production planning, and decision making.

Students can design, develop and improve business management processes based on strategies and comparative/benchmark approaches. Based on classic approaches to process modeling reviews of challenges and opportunities for improvements will be reviewed.

Content:

- WHAT -Introduction to Total Quality Management and Global standards in Quality Control and Process Management
- WHY - Historical development of quality and process models, concepts and systems
- HOW – Describe and apply various Quality improvement techniques: Statistical Process Control (SPC), Root Cause Analysis for Problem Solving, Plan Do Check Act (PDCA), Process Modeling and Improvement
- WHERE – Review Case Studies about Application of TQM to Different Business Processes and Industries
- WHO – All About Audits: steps to Prep, Pass, and Pretend
  - WHEN – COPQ, Cost of Poor vs Perfect Quality and Decision Making and Process Design and Modelling

Language of instruction: English

Requirements: English level B2

Material: Will be announced by lecturer

Participants: Max. 25

Examination: Written exam, class participation, presentation of team simulation results