



## Course Descriptor MNGT580 - QUALITY MANAGEMENT

<b>Proposed Academic Year</b>	2021-2022	<b>Last Reviewed Academic Year</b>	2020-2021
<b>Course Code</b>	MNGT580	<b>Course Title</b>	Quality Management
<b>Credit hours</b>	3	<b>Level of study</b>	Postgraduate
<b>College / Centre</b>	College of Business Administration	<b>Department</b>	MNGT-MBA
<b>Co-requisites</b>	None	<b>Pre-requisites</b>	None

### 1. COURSE OUTLINE

This course is designed to inspire MBA students to expand their expertise in theoretical and practical principles of quality management. The course begins with a comprehensive study of quality management philosophies and continues to study quality management applications. It also emphasizes the synchronous quality planning, control, and management approach, implementations, and criticisms.

### 2. AIMS

The aim of the course is to introduce to the main concepts and principles of quality management and to study their implementation in international and Omani settings.

### 3. LEARNING OUTCOMES, TEACHING, LEARNING and ASSESSMENT METHODS

<b>Learning Outcomes (Definitive)</b>	<b>Teaching and Learning methods (Indicative)</b>	<b>Assessment (Indicative)</b>
Upon successful completion of this course, students will be able to:		
1. Critically understand the concepts of quality management and improvement in context to business processes.	Lectures and seminars, Group work, Presentations	Class Presentation, Written Examination, Case Study, Assignments
2. Understand and critically evaluate the role of technology, managers, employees, and customers in developing a quality-based workplace and long-term business success of an organization.	Lectures and seminars, Group work, Presentations	Class Presentation, Written Examination, Case Study, Assignments
3. Rigorously apply tools and techniques of Total Quality Improvement including, statistical process control, control charts, and quality function deployment techniques.	Lectures and seminars, Group work, Presentations	Class Presentation, Written Examination, Case Study, Assignments
4. Critically determine the appropriate utilization of data gathering	Lectures and seminars, Group work, Presentations	Class Presentation, Written Examination, Case Study,



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mechanisms and analysis tools as related to process control and process capability.	Assignments
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**4. ASSESSMENT WEIGHTING**

Assessment	Percentage of final mark (%)
Midterm Examination	20
Case/Assignment	45
Final Exam	35
<b>TOTAL</b>	<b>100%</b>

**5. ACHIEVING A PASS**

Students will achieve **03** credit hours for this course by passing **ALL** of the course assessments and achieving a **minimum overall score of 50 %**

**6. COURSE CONTENT (Indicative)**

WEEK	LECTURE TOPIC	TIME (HOURS)
1	Introduction to quality management approach in achieving organizational excellence	3
2	Quality as a strategic decision	3
3	Quality management, ethics, and corporate social responsibility	3
4	Customer focus (satisfaction, retention, and loyalty).	3
5	Employee empowerment. <b>Mid Term Exam</b>	3
6	ISO 9000/Total Quality-I & II.	3
7	Leadership and change.	3
8	Team building and teamwork.	3
9	Effective communication.	3
10	Overcoming Politics, Negativity, and Conflict in the Workplace. <b>Case/Assignment</b>	3
11	Just-in-Time/Lean manufacturing (JIT/Lean).	3
12	Quality function deployment	3
13	Optimizing and controlling processes through statistics.	3
14	Implementing Total Quality Management.	3



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15	Revision	3
16	<b>Final Exam</b>	
	<b>TOTAL HOURS</b>	<b>45</b>
1 - 16	Plus <b>RECOMMENDED INDEPENDENT STUDY HOURS</b>	<b>45</b>
	<b>TOTAL COURSE HOURS</b>	<b>90</b>

**7. RECOMMENDED READING**

**Core text/s:**

Goetsch, D.L. and Davis, S.B.(2014). Quality Management for Organizational Excellence: Introduction to Total Quality. Upper Saddle River, NJ: Pearson.

**Secondary/Additional Tests:**

Peris-Ortiz, M., Álvarez-García, J., & Armengot, C. R. (2015). Achieving Competitive Advantage through Quality Management. Cham: Springer.

Oakland, J. S. (2014). Total quality management and operational excellence: text with cases. Routledge.

Madu, C. (Ed.). (2012). Handbook of total quality management. Springer Science & Business Media.

**Library + online resources:**

ASU library  
ASU online resources (ProQuest and ebrary)  
Sultan Qaboos University Library (by agreement)