



Future Academy
Higher Future Institute for Specialized Technological Studies

Course Specification

1- Course information:

Course Code:	321
Course Title:	Total Quality Management
Year/level	3rd
Academic Programs	Business Administration Program (B.Sc.)
Contact hours/ week	Theoretical 3 hrs. / Tutorial 2 hrs. = Total 5 hrs.

2- Course aims:

This course represent the principles , concepts and systems of the Total quality management , the requirements for the effective application for this specialized system in the modern organization to achieve its objectives by all effective and efficient means , it also concerned with achieving the competitive advantage and the customer satisfaction , the course present the tools in helping the administration and improving the quality management such as the operation flow charts, the graphs, the graphs for the relationship , Pareto map , checklist , statistical analysis ,quality control maps , the importance of this course from concentrating on improving the quality management and ensuring its importance and objectives for this organization , and also the development the skills of this application to this systems and methods in the business or governmental , organization , and in using the models , the quantitative & descriptive criteria in measuring and evaluating the quality and production, this course also helps on the development the students capabilities and how to face the quality culture.

3- Intended learning outcomes of the course (ILOs):

a- Knowledge and understanding:

On successful completion of this course, the student should be able to:

- a1- Recognize the concepts and development of Total quality management system
- a2- Understand the challenges in dealing with total Quality Management
- a3-Realize the basic pillars that constitute a TQM model
- a4-Understand how to implement total quality management at manufacturing or service sectors

b- Intellectual skills:

On completing this course, the student should be able to:

- b1- Apply the ideas of quality award models
- b2-Assess TQM model and their implementation

- b3- Discuss manufacturing or service sectors
b4- Compare between forecasting processes

c- Professional and practical skills:

At the end of this course, the student will be able to:

- c1- Acquire the principles and concepts of Quality Management
c2- Use Quality management strategies and plan efficiently
c3- Evaluate and develop of quality management processes

d- General and transferable skills:

On successful completion of this course, the student should be able to:

- d1- Manage time effectively
d2- Enrich the students' knowledge and thoughts through continuous self-learning
d3- Demonstrate their ideas and thoughts in work groups
d4- Develop and enhance work methods continuously

4- Course contents

Week No.	Topics/units	Number of hours		ILO's
		Lecture hours	Tutorial hours	
1	Introduction to Total Quality Management	3	2	a1,b3,c4,d2
2	Organizing for TQM	3	2	a4,b3,c2,d3
3	Planning for TQM	3	2	a2,b3,c2,d4
4	Revision + Quiz 1	3	2	a2,b2,b3
5	TQM and specific topics	3	2	a3,b4,c3,d3
6	Controlling for quality	3	2	a4,b2,c1,d1
7	Midterm Exam			a 1,a3,b2,b4
8	Staffing for TQM	3	2	a1,b3, c4,d2
9	Motivating for Quality	3	2	a3,b1.c4
10	Basic pillars that constitute a TQM model	3	2	a4,b3,c2,d2
11	Revision + Quiz 2	3	2	a4,b2,b3
12	Development of a quality management	3	2	a2,b2,c1,d2
13	Revision	3	2	a3,b2,c1
14	Final Revision	3	2	a3,b2,c1,d3

5- Teaching and learning methods

Methods	ILO's																			
	a1	a2	a3	a4	a5	b1	b2	b3	b4	b5	c1	c2	c3	c4	c5	d1	d2	d3	d4	d5
Lectures	√	√	√	√		√	√	√	√		√	√	√	√		√	√	√		√

Practical sections/Tutorials																				
Self-learning	√					√						√				√				
Assays and reviews	√		√					√					√				√			
Discussion groups																				
Problem-solving	√		√	√			√	√		√			√					√		
E-learning																				
Blended learning																				

6- Teaching and learning methods for Low-achieving students

- Extra teaching hours for those who need help
- More quizzes to assess their ability for understanding the course
- Encourage the team work for those students with other advanced ones to increase their participation and understanding

7- Student assessment

Assessment method	Time	Grade weight (%)	Week	ILOs
Course Work (Tutorial Exercise and Assignments)		10	Every week	a1,b2,c3,d1
Quiz 1	1	10	Week#4	a2,b2,b3
Mid-term exam	1	20	Week#7	a 1,a3,b2,b4
Quiz 2	1	10	Week#11	a4,b2,b3
Final Written exam	2	50	----	a1,a4,b3,b4

8-List of references

8.1. Student notebooks:

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8.2. Essential textbooks: Quality management, Peter D. Mauch, Theory and application,2009

8.3. Recommended textbooks:

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8.4. Journals, Periodical and Reportsetc.

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8.5. Websites

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Course Coordinator: Dr. Reem Aboualnile

Head of department: Associate professor Dr. Mohamed Elbaz

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