



HÖGSKOLAN I GÄVLE

Total Quality Management and Technology 7.5 cr

Kvalitetsstyrning I 7,5 hp

Set by Board of Technology and Built Environment

Version

Set at

Valid from

5/28/08

VT2011

Level	G1N
Education level	First cycle
Course identifier	KS710A
Credits	7.5 cr
Main field of study	Industrial Economics
Subject group	Industrial Engineering and Management
Disciplinary domain	Technology 100.0 %

Learning outcomes

The aim of the course is for the student to acquire basic knowledge of quality and improvement work and its methods, and achieve the ability to participate in and lead quality and improvement projects.

On completion of the course, the student is expected to:

- have basic knowledge of quality and improvement work and its methods
- be able to apply some common methods for quality and improvement work
- be able to account for some common models for customer satisfaction
- have the ability to participate in and lead quality and improvement work
- understand basic statistical concepts and be able to apply simple statistical tools
- be able to analyse different methods in TQM critically

Course content

Quality for success: The Quality Concept, Quality and Success, the History of Quality Development
Developmental Quality Customer Focused Development in Production, Customer Centered Planning,
Experimental Design
Production Quality Statistical Process Control, the Seven Improvement Tools, Quality Controls,
Capability, Supplier Collaboration

Quality as Customer Satisfaction: External Customer Satisfaction, Internal Customer Satisfaction,
Customer Satisfaction INDEX
Leadership for Quality: Leadership, Vision-Target-Strategies, Processes and Process Interaction,
Quality Systems, Business Analysis, the Seven Management Tools, Improvement Programmes

Teaching The teaching is given in the form of lectures, exercises, laboratory sessions, group assignments and seminars

Prerequisites General entry requirements

Examination 0040 Written examination 6.0 HE credits
0050 Written assignment 1.5 HE credits

Grade A, B, C, D, E, Fx, F

Other regulations .

Sustainable environment A minor part of the course content deals with sustainable development.

Module

0040	Written examination	6 cr	Grade: AF
0050	Assignments	1.5 cr	Grade: UG