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# Faculty of Industrial Management

Course : **QUALITY MANAGEMENT SYSTEM**

Course Code : BPF2123

Credit Hour : 3 hours

Rationale : Core Faculty

Contact Hours : Lecture 3 units (3hrs x 14 weeks)

Pre-requisite : None

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**Synopsis**

This course intends to provide an understanding of fundamentals of quality management. The topics cover Introduction to quality management, quality’s guru, quality tools and concept, different quality approaches: quality control tools and statistical process control. Students will be exposed to various case studies on quality concept, locally and internationally.

**Objective**

At the end of the course, students should be able to:

* Determine the concept of quality and its relationship to costs and productivity

* Organize the tools and methods needed to conduct process improvement studies.
* Discuss on the basic statistical studies in order to understand the behavior of products and services

**Assessment**

1. Quizzes 15%
2. Test 15%
3. Group Assignment 20%
4. Class Activity 10%
5. Final Exam 40%

**TOTAL**  **100%**

**Course Structure : Sem I Session 2014/2015**

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| --- | --- | --- |
| Week | Date | Topics |
| 1 | 9 Sept & 11 Sept | Introduction to Quality Management |
| 2 | 18 Sept | Cost of Poor Quality |
| 3 | 23 Sept & 25 Sept | Employee Involvement |
| 4 | 30 Sept & 2 Oct | Process Improvement |
| 5 | 7 Oct & 9 Oct | Customer Satisfaction ; Supplier Partnership |
| 6 | 14 Oct & 16 Oct | Quality Tools |
| 7 | Mid Term Break | |
| 8 | 28 Oct & 30 Oct | Statistical Process Control |
| 9 | 4 Nov & 6 Nov | Management Tools |
| 10 | 11 Nov & 13 Nov | Quality Function Deployment |
| 11 | 18 Nov & 20 Nov | ***Test*** |
| 12 | 25 Nov & 27 Nov | Benchmarking |
| 13 | 2 Dec & 4 Dec | ISO Series & ISO Audit |
| 14 | 9 Dec & 11 Dec | ***Group Assignment*** |
| 15 | 16 Dec & 18 Dec | ***Revision*** |
| 16 |  | **STUDY WEEK** |
| 17 |  | ***Final Exam*** |

**References**

Dale H. Besterfield, **“Quality Control”**, 8th Edition, Pearson / Prentice Hall

Dale H. Besterfield, **“Quality Improvement”**, 9th Edition, Pearson / Prentice Hall

Donna C.S. Summers, **“Quality”**, 5th Edition, Prentice Hall

Douglas C. Montgomery, **“Introduction to Statistical Quality Control”**, 5th Edition, John Wiley and Sons

Howard S. Gitlow, Alan J. Oppenheim, Rosa Oppenheim & David M. Levine, **“Quality Management”**, 4th Edition, McGraw-Hill

**“Quality and Operations Management”**, Pergamon Flexible Learning