

Course Description Form Quality Management

1. Course Name:	
Quality Management	
2. Course Code:	
WBA-42-01	
3. Semester/Year:	
Second Session	
4. Date of preparation of this description:	
1/10/2024	
5. Available Forms of Attendance:	
Physical + electronic (when needed)	
6. Number of Hours (Total) / Number of Units (Total):	
3 Hours / 3 Units	
7. Course Administrator Name	
Name: Prof. Dr. Hussein Mohamed Ali Kashkool Email: hussain.ka@uowa.edu.iq	
8. Course Objectives	
<ul style="list-style-type: none"> ✓ Introduce the student to the basic concepts and historical development of Total Quality Management. ✓ Clarifying the position of quality management in the organizational structure and the factors affecting its application. ✓ Providing students with knowledge of the concept of quality costs, their types and their impact on institutional performance. ✓ Explain the relationship between quality, productivity, and the importance of quality from multiple perspectives. ✓ Training the student to understand and apply quality circles, their systems, advantages and obstacles. ✓ Providing students with the skills of using traditional and modern quality control tools. ✓ Enable the student to apply statistical methods for quality control and process analysis. ✓ Preparing the student to keep pace with the latest developments in quality management to achieve competitive advantage. 	Course Objectives
9. Teaching and Learning Strategies	
<ul style="list-style-type: none"> ✓ Theoretical lectures supported by presentations. 	

<ul style="list-style-type: none"> ✓ Class discussions and practical case studies. ✓ Use of quality tools (checklists, Pareto, cause and effect diagrams...). ✓ Applied projects to analyze real-world data. ✓ E-learning through digital resources and video tutorials. 					Strategy
10. Course Structure					
Evaluation Method	Learning Method	Name of Unit or Topic	Required Learning Outcomes	Hours	Week
Oral questions	Lecture + Discussion	Introduction to the concepts of quality and historical development	Understand the basic concepts	3	1
Short Test	Lecture + Case Study	Factors affecting quality and organizational structure	Understanding Quality Location and Influencers	3	2
duty	Lecture + Table Analysis	Cost of Quality: Concept, Importance, and Optimal Level	Understanding the cost and types of quality	3	3
Short Report	Lecture + Practical Examples	Quality & Productivity Management	Understand the relationship between quality and productivity	3	4
duty	Lecture + Discussion	Quality Loops: Origin, Concept and Goals	Understanding the concept of quality loops	3	5
Short Test	Lecture + Discussion	Quality Loops: Structure, Processes and Constraints	Understanding the structure, requirements and constraints	3	6
duty	Lecture + Participation	Quality Control: Concept, Evolution and Importance	Understanding Quality Control and Objectives	3	7
Monthly Testing	Lecture + Exercise	Quality Control: Functions, Principles and Steps	Recognize the functions and principles of quality control	3	8
Short Report	Lecture + Practical Application	Traditional Quality Control Tools	Use of quality control tools	3	9
duty	Lecture + Training	Quality Statistical Control (1)	Understanding deviations and controlling processes	3	10
Short Test	Lecture + Practical Examples	Quality Statistical Control (2)	Application of Adjustment Panels	3	11
duty	Lecture + Exercise	Quality Statistical Control (3)	Analysis of range plates and defective ratios	3	12
report	Lecture + Discussion	Process Characteristics and Process Capability Orientation	Understand process characteristics and capability	3	13
Classroom Participation	Lecture + Practical Training	Quality Statistical Control (4)	Calculation of Capacity Ratios and Indicators	3	14
Final exam	Written	Final Exam	Final test	3	15
11. Course Evaluation					
Distribute the score out of 100 according to the tasks assigned to the student, such as daily preparation, daily, oral, monthly, and written exams, and reports..... etc					

- I. Class Preparation and Participation: 10 marks
- II. Short Tests: 10 Marks
- III. Reports and Assignments: 10 Marks
- IV. Monthly Test: 20 Marks
- V. Final Exam: 50
- VI. Total = 100 Marks**

12. Learning and Teaching Resources

TOTAL QUALITY MANAGEMENT, A SUBJECT APPROVED BY THE MINISTRY OF HIGHER EDUCATION AND SCIENTIFIC RESEARCH – MINISTERIAL SCIENTIFIC SOBERNESS.	Required Textbooks
A. Juran, J. M., Juran's Quality Handbook. B. Deming, W. E., Out of the Crisis. C. Evans, J. R., & Lindsay, W. M., Managing for Quality and Performance Excellence.	Key references
Al-Fadl, Muayyad Abdul-Hussein, Al-Taie, Yousef Hajim, Total Quality Management, From Consumer to Consumer – A Quantitative Approach, 2004.	Recommended books and references
Scientific Journals and Research on Quality Management	Electronic References, Websites