**University of Debrecen, Faculty of Economics and Business**

Department of Organization Science

*Quality* *Management*  KTE11420 1+2 credits: 4 Fall 2014/2015

Prerequisite: *none* BA in Business Administration and Management

1. **Course Description**

This course introduces the participants into the philosophy, the theories and the basic calculations of quality management. Seminars give opportunity to discuss the lectures and to get practice in basic techniques of measuring quality, quality improvement, statistical process control, quality management, international standards of quality.

1. **Schedule**

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| **Week/Date** | **Topic** | **Study materials** |
| Week 1  16/9/2014 | Differing Perspectives on Quality  Lecturer: András Kun | Ch1 |
| Week 2  23/9/2014 | Global Supply Chain Quality and International Quality Standards; Lecturer: András Kun | Ch3 |
| Week 3  30/9/2014 | Quality Theory  Lecturer: Mária Ujhelyi | Ch2 |
| Week 4  7/10/2014 | Strategic Quality Planning  Lecturer: András Kun | Ch4 |
| Week 5  14/10/2014 | The Voice of the Customer and The Voice of the Market | Ch5-6 |
| Week 6  21/10/2014 | NO Class |  |
| Week 7  28/10/2014 | Quality and Innovation in Product and Process Design  Lecturer: András Kun | Ch7 |
| Week 8  4/11/2014 | Designing Quality Services  Lecturer: András Kun | Ch8 |
| Week 9  11/11/2014 | Managing Supplier Quality in the Supply Chain  Lecturer: András Kun | Ch9 |
| Week 10  18/11/2014 | The Tools of Quality  Lecturer: András Kun | Ch10 |
| Week 11  25/11/2014 | Statistically Based Quality Improvement  Lecturer: András Kun | Ch11-12 |
| Week 12  2/12/2014 | Managing Quality Improvement Teams and Projects  Lecturer: Mária Ujhelyi | Ch14 |
| Week 13  9/12/2014 | Six Sigma and Lean Tools  Lecturer: András Kun | Ch13 |
| Week 14  16/12/2014 | Practicing for the exam  Lecturer: András Kun | Ch1-14 |

1. **Course requirements**

Students cannot miss more than three classes.

Students are required to write an exam in the exam period.

1. **Assessment**

The final grade is assigned via the end-term test result. The calculation is the following:

<51%– 1

51%– 2

65%– 3

75%– 4

85%– 5

There are two chances to retake the end-term examination (exams will be organized via neptun in the exam period).

1. **Compulsory reading**

* Foster S. Thomas (2010): *Managing Quality.* 4th edition. Pearson Prentice-Hall, New-Jersey.
* Study material from the course homepage (if there will be any).

1. **Instructor(s)**

Mária Ujhelyi ([maria.ujhelyi@econ.unideb.hu](mailto:maria.ujhelyi@econ.unideb.hu)) & András Kun (andras.kun@econ.unidb.hu)

1. **Web**

Temporary: *http://oktato.econ.unideb.hu/kunandras*

**Debrecen, 11 September 2014**

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András István Kun Mária Ujhelyi

associate professor associate professor

*The Regulation of Studies and Examinations and the Code of Ethics of the University of Debrecen apply to all questions related to the courses and requirements.*