**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 116/9/2014 | Differing Perspectives on QualityLecturer: András Kun | Ch1 |
| Week 223/9/2014 | Global Supply Chain Quality and International Quality Standards; Lecturer: András Kun  | Ch3 |
| Week 330/9/2014 | Quality TheoryLecturer: Mária Ujhelyi | Ch2 |
| Week 47/10/2014 | Strategic Quality Planning Lecturer: András Kun | Ch4 |
| Week 514/10/2014 | The Voice of the Customer and The Voice of the Market | Ch5-6 |
| Week 621/10/2014 | NO Class |  |
| Week 728/10/2014 | Quality and Innovation in Product and Process Design Lecturer: András Kun | Ch7 |
| Week 84/11/2014 | Designing Quality Services Lecturer: András Kun | Ch8 |
| Week 911/11/2014 | Managing Supplier Quality in the Supply Chain Lecturer: András Kun | Ch9 |
| Week 1018/11/2014 | The Tools of Quality Lecturer: András Kun | Ch10 |
| Week 1125/11/2014 | Statistically Based Quality Improvement Lecturer: András Kun | Ch11-12 |
| Week 122/12/2014 | Managing Quality Improvement Teams and Projects Lecturer: Mária Ujhelyi | Ch14 |
| Week 139/12/2014 | Six Sigma and Lean Tools Lecturer: András Kun | Ch13 |
| Week 1416/12/2014 | 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) & 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.*