

Global Learning Semesters

Course Syllabus

Course: MGT-450 Total Quality Management

Department: Management and MIS

Host Institution: University of Nicosia, Nicosia, Cyprus



Course Summary		
Course Code	Course Title	Recommended Credit Hours
MGT-450	Total Quality Management	6
Semester Offered	Contact Hours	Prerequisites
Not offered yet	42	MGT-281
Department	Level of Course	Language of Instruction
Management and MIS	Upper Division	English

Course Description

- Leadership and commitment
- Customer focus and contacts
- Supplier quality
- Organizing for quality
- Measurement of quality.
- Benchmarking
- Employee involvement, training and reward
- Design of products and services for quality
- Planning for quality and system design
- Process management improvement
- System assessment
- ISO 9000

Course Aims and Objectives

This course aims to address all issues related to total quality management from the perspective of management, employees, customers and suppliers. It also aims to enable students design, organize and measure quality as well as prepare for the ISO 9000 system.

Teaching Methods

The course is structured around lectures, problem and cases discussions, individual and group prepared assignments

Course Teaching Hours

42 hours

Evaluation and Grading

Project/homework: 10%
Mid-Term: 40%
Final Exam: 50%

Readings and Resources

Required Textbook

George Stephen and Weimerskirch, Arnold. Total Quality Management: Strategies and Techniques Proven At Today's Most Successful Companies, John Wiley, 1998.

Recommended Reading

Costin, Harry. Strategies for Quality Improvement: TQM, Reengineering and ISO 9000. 2nd ed. Dryden Press, 1999.
Oakland, John S. Total Quality Management: the route to improving performance. Butterworth-Heinemann, 1993.
Creech, Bill. The Five Pillars of TQM: How to make total quality management work for you. Penguin Books. 1994.