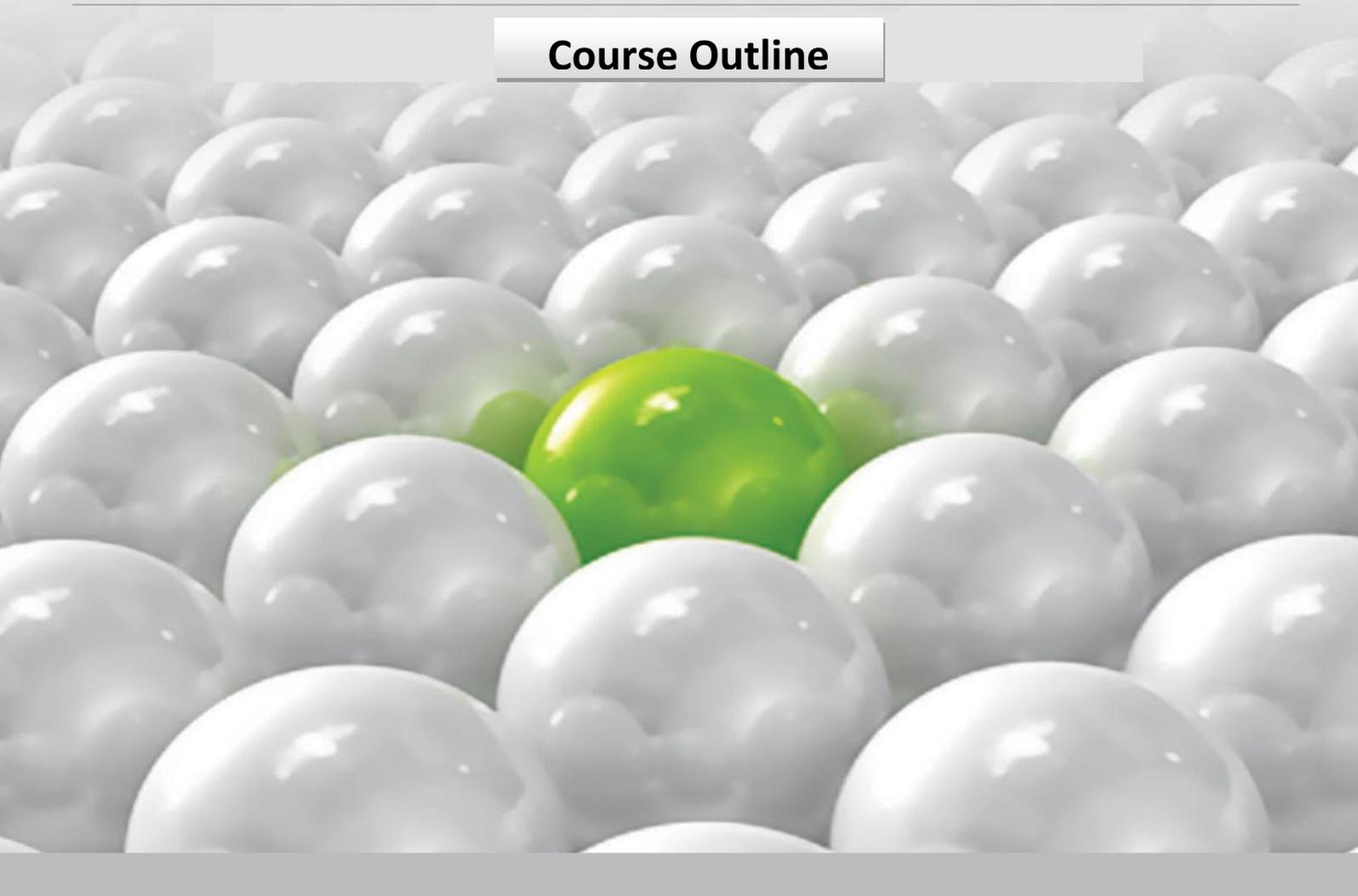


# Total Quality Management

(TQM)

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Course Outline



**TOTAL QUALITY MANAGEMENT**  
**CICM102**  
**- Course Outline -**

<b>Brief Description</b>	<p>This course is designed to ...</p> <p>Develop your ability to evaluate quality management processes in meeting stated or unstated goals, ostensibly in the field of quality management, but also generally. It will help you think about the human structure and process content of quality management processes, and to integrate it within the human thinking and knowledge development processes. The program will show the student how to develop a quality evaluation cycle, and most importantly to evaluate when that might be desirable and when it might lead to failure.</p>
<b>Lecturer(s)</b>	<b>TBA</b>
<b>Times</b>	TBA
<b>Overall Learning Outcomes</b>	<p>TQM is a method of quality control that has been lauded as a generic paradigm for managing complex quality control issues. However, since its inception it has been adapted to form a stylised and methodical approach to dealing with management issues through addressing the quality of process in almost every setting imaginable, with variable results. TQM has value as a method customer management. In this module, the student will learn the fundamental principles that govern quality management in its many forms, including but not exclusively TQM, in the hope that a realisation of the benefits and dangers inherent in the various methodologies may be realised and avoided respectively should the opportunity to use them arise.</p> <p>This course can develop your ability to evaluate quality management processes in meeting stated or unstated goals, ostensibly in the field of quality management, but also generally. It will help you think about the human structure and process content of quality management processes, and to integrate it within the human thinking and knowledge development processes. The program will show the student how to develop a quality evaluation cycle, and most importantly to evaluate when that might be desirable and when it might lead to failure.</p> <p>You may be...</p> <ul style="list-style-type: none"> <li>• A problem solver, who is involved in, or who has responsibility (or may have in the future) for quality in a business process cycle;</li> <li>• Concerned to make quality management or service quality more effective;</li> <li>• Seeking to improve your own use of quality initiative for useful purpose;</li> </ul>

	<p>You may want to...</p> <ul style="list-style-type: none"> <li>• Undertake consulting or quality management in organisations;</li> <li>• Develop confidence in designing quality management activities ;</li> <li>• Understand and evaluate current quality management activities and processes, their structure and form in relation to quality;</li> <li>• Be able to guide organisations in their quality implementation activities;</li> </ul>
Format	This course requires 20 hrs to be completed. This course deploys an effective mix of engaging lectures, class and group discussions, case. Materials have been chosen for their strength in “embodying” practical TQM fundamentals
Programme(s)	Certified Customer service or call centre Practitioner
Assessment	<p>The final grade will be calculated as follows:</p> <ul style="list-style-type: none"> <li>• 10% Group presentation</li> <li>• 30% TQM Industry Project in respective country</li> <li>• 60% Assignments</li> </ul> <p><u>GROUP PRESENTATION (10%):</u></p> <p>Working in groups of 2, students are asked to critically analyse and present a specified topic. A list of groups will be provided in class, with an assigned chapter. Students are asked to give a presentation on the allocated chapter’s main points by critically analysing the text and using extensive industry examples of QM in practice to further illustrate the points presented. The presentation should be 20 minutes in duration, in PowerPoint format. In addition, they are asked to provide questions with which to guide the discussion among their colleagues which will form the basis for each lecture.</p> <p><u>TQM INDUSTRY PROJECT (30%):</u></p> <p>Working individually, students will identify a business case of their choice, interview the relevant personnel, develop an audit of the company’s current TQM activities, write up a case study on the company and outline <u>five feasible recommendations</u> for improving TQM taking into account the theory studied as part of the course. Assignments should be typed, Times New Roman, 12ci and 1.5 line spacing. Assignments should be between 3,000 and 4,000 words in length. A word count should be provided on the title page and Harvard referencing must be used throughout.</p> <p><u>ASSIGNMENTS (60%):</u></p> <p>All candidates are required to complete and submit assignments on time.</p>
Course Readings	<p><u>Required Reading:</u></p> <ol style="list-style-type: none"> <li>1. Total Quality Management By: Dale H. Bester field Edition: Third</li> </ol>

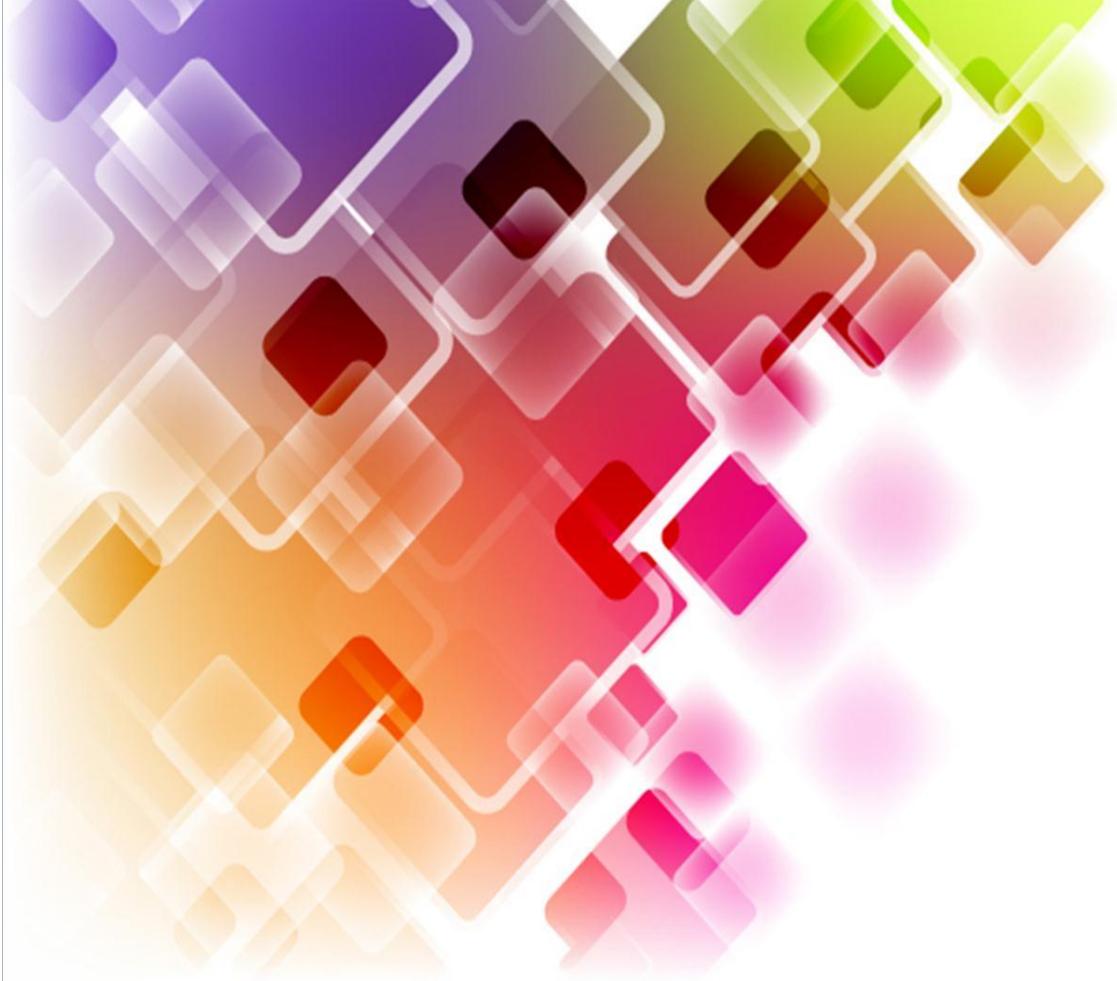
	<p>2. Quality Management By: Donna C.S. Summers</p> <p>3. Total Quality Management By: Joel E. Ross Edition: Third</p> <p><b><u>Recommended Reading:</u></b></p> <p>In addition, you will be required to read academic journal articles, which will support or address the material in your core textbook.</p>
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**Reading Schedule:**

*Students are expected to read all course material assigned. Each week, a group of 2 will be required to lead the class with a presentation summarising the chapter contents.*

Date	Discussion / Readings
	Introductory Session – Chapters 1
<b>INTRODUCTION TO QUALITY MANAGEMENT</b>	
	<ul style="list-style-type: none"> <li>• Introduction to Quality Management</li> <li>• Introduction</li> <li>• Concept of quality management</li> <li>• An overview of quality management</li> <li>• Philosophy of quality management</li> <li>• Principles of total quality – an integration</li> </ul>
Week	Chapter 2 + Reading
Week	Outcomes: On completing you will understand:
	<p>Outcomes: On completing you will understand:</p> <p><b>QUALITY MANAGEMENT AND CHANGE</b></p> <ul style="list-style-type: none"> <li>• Quality Management and Change</li> <li>• Introduction</li> <li>• The goal of quality change</li> <li>• Team and team building in the context of QM</li> <li>• Culture and cultural change</li> <li>• Should consultants be used to define and implement change?</li> <li>• leadership and Strategic Management</li> <li>• Demonstrating quality values throughout the organisation</li> <li>• The role of quality professionals</li> <li>• Strategic quality management</li> </ul>

Week	
<p>Outcomes: On completing you will understand:</p> <p><b>TQM frameworks</b></p> <ul style="list-style-type: none"> <li>• Concept</li> <li>• TQM for the service industry</li> <li>• Cases</li> </ul>	
<p>Outcomes: On completing you will be able to explain:</p> <p><b>TOOLS AND TECHNIQUES FOR QUALITY MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>• Tools and Techniques for Quality Management</li> <li>• Introduction</li> <li>• Tools for data collection and interpretation</li> <li>• Tools for planning</li> <li>• Tools for continuous improvement</li> <li>• The P-D-S-A cycle</li> <li>• Six Sigma</li> <li>• Quality circles</li> </ul>	
<p>Outcomes: On completing you will understand:</p> <p><b>INTERNATIONAL ORGANIZATION FOR STANDARDISATION</b></p> <ul style="list-style-type: none"> <li>• International Organisation for Standardisation - Universal Standards of Quality</li> <li>• Introduction</li> <li>• The history of ISO</li> <li>• What is ISO, and ISO certification?</li> <li>• Why are the standards important?</li> <li>• Manuals and documentation</li> <li>• Where can ISO information be found?</li> <li>• The Baldrige Awards</li> </ul>	
	Presentations – schedule to be provided
	Presentations – schedule to be provided
	Presentations – schedule to be provided
	Course Review & Assignments



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