

The Hong Kong Polytechnic University

Subject Description Form

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| Subject Code | LGT5153 |
| Subject Title | Practice of Quality Management |
| Credit Value | 3 |
| Level | 5 |
| Normal Duration | 1-semester |
| Pre-requisites | LGT5157 Six Sigma and Quality Management Techniques <i>or</i> LGT5158 Statistical Quality Control for Manufacturing and Service <i>or</i> LGT5159 Implementation and Auditing of Quality Management Systems <i>or</i> MM511 Managing Organizations and People |
| Exclusions | LGT5213 QM Dissertation |
| Role and Purposes | This subject is a small-scale research project and requires students to work individually, for a systematic investigation of some quality management issues in a company or industry. Students have to professionally report their results through a written report and an oral presentation. |
| Subject Learning Outcomes | Upon completion of the subject, students will be able to: a. Design a project proposal for the study of a practical application topic in quality management. b. Collect and analyse data and information for a systematic investigation of the topic. c. Present the findings of the project in a logical and orderly manner. |
| Subject Synopsis/ Indicative Syllabus | <p><u>Proposal</u></p> <p>Students have to submit a project proposal which should include: title of the project, statement of problems, brief literature review, study framework, methods of investigation and project schedule. The proposals have to be approved by the subject lecturer.</p> <p><u>Progress</u></p> <p>Students have to manage the progress of their projects; they have to meet the subject lecturer regularly in order to report the progress and obtain feedbacks.</p> <p><u>Report</u></p> <p>The project reports should be in about 5,000 words, excluding references and appendices. They should be written in a logical and orderly manner. Students have to orally present the major findings and conclusion of their projects in class.</p> |

| Teaching/Learning Methodology | Students have to do the project individually. They have to submit project plans for the approval of the subject lecturer and monitor the progress of their projects through regular meetings with the subject lecturer. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Assessment Methods in Alignment with Intended Learning Outcomes | <table border="1" data-bbox="520 405 1474 752"> <thead> <tr> <th data-bbox="520 405 836 607" rowspan="2">Specific assessment methods/tasks</th> <th data-bbox="836 405 983 607" rowspan="2">% weighting</th> <th colspan="6" data-bbox="983 405 1474 539">Intended subject learning outcomes to be assessed (Please tick as appropriate)</th> </tr> <tr> <th data-bbox="983 539 1062 607">a</th> <th data-bbox="1062 539 1142 607">b</th> <th data-bbox="1142 539 1222 607">c</th> <th data-bbox="1222 539 1302 607"></th> <th data-bbox="1302 539 1382 607"></th> <th data-bbox="1382 539 1474 607"></th> </tr> </thead> <tbody> <tr> <td data-bbox="520 607 836 685">Continuous Assessment</td> <td data-bbox="836 607 983 685">100 %</td> <td data-bbox="983 607 1062 685">✓</td> <td data-bbox="1062 607 1142 685">✓</td> <td data-bbox="1142 607 1222 685">✓</td> <td data-bbox="1222 607 1302 685"></td> <td data-bbox="1302 607 1382 685"></td> <td data-bbox="1382 607 1474 685"></td> </tr> <tr> <td data-bbox="520 685 836 752">Total</td> <td data-bbox="836 685 983 752">100 %</td> <td colspan="6" data-bbox="983 685 1474 752"></td> </tr> </tbody> </table> <p data-bbox="520 808 1474 875">Explanation of the appropriateness of the assessment methods in assessing the intended learning outcomes:</p> <p data-bbox="520 887 1474 1167">It is small-scale research project where students need to demonstrate their quality management knowledge in addressing the identified issues of their selected topic. There are three stages of the continuous assessment. In the first stage, students are required to design and defend a project proposal. They progress to collect and analyse data and information for a systematic investigation of the topic at the second stage under supervision of the lecturer. In the final stage, students need to present the findings of the project in a reasoned, logical, and orderly manner.</p> <p data-bbox="520 1178 1474 1245"><i>To pass this subject, students are required to obtain Grade D or above in the Continuous Assessment.</i></p> | | | | | | | Specific assessment methods/tasks | % weighting | Intended subject learning outcomes to be assessed (Please tick as appropriate) | | | | | | a | b | c | | | | Continuous Assessment | 100 % | ✓ | ✓ | ✓ | | | | Total | 100 % | | | | | | |
| Specific assessment methods/tasks | % weighting | Intended subject learning outcomes to be assessed (Please tick as appropriate) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | a | b | c | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Continuous Assessment | 100 % | ✓ | ✓ | ✓ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 100 % | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Student Study Effort Expected | Class contact: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ▪ Guided Study | | | | | | 39 Hrs. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other student study effort: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ▪ Proposal development and literature review | | | | | | 45 Hrs. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ▪ Data analyses and report preparation | | | | | | 42 Hrs. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total student study effort | | | | | | 126 Hrs. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

**Reading List and
References**

Benchmarking
Business Process Management Journal
Decision Sciences
International Journal of Operations and Production Management
International Journal of Production Economics
International Journal of Production Research
International Journal of Quality & Reliability Management
Journal of Operations Management
Management Science
Managing Service Quality
Omega
Quality Management Journal
Quality Progress
Total Quality Management and Business Excellence
The TQM Journal