

The Hong Kong Polytechnic University

Subject Description Form

Subject Code	LGT3106
Subject Title	Quality Management
Credit Value	3
Level	3
Normal Duration	1-semester
Pre-requisite / Co-requisite/ Exclusion	Nil
Role and Purposes	This subject examines quality management as an integration of the customer-oriented aspects of the quality of product / service, process and people in organizations. (Outcomes 8 and 9)
Subject Learning Outcomes	Upon completion of the subject, students will be able to: <ol style="list-style-type: none"> a. outline the concepts and dimensions of product and service quality in a competitive and value / supply chain context b. analyse the design and implementation of a quality management system for ensuring conformance and continuous improvement of quality c. evaluate the quality culture development process with reference to human resource management practice and leadership in organisations
Subject Synopsis/ Indicative Syllabus	<ul style="list-style-type: none"> ▪ Concepts of quality and a study framework for quality management ▪ Dimensions and attributes of competitive product and service quality ▪ Service quality management and improvement ▪ Quality Function Deployment techniques for product / service design ▪ Supplier quality audit and control ▪ The voice of the customer and the market ▪ The tools of quality ▪ Six sigma and lean tools ▪ Quality management standards and awards ▪ Quality culture and organisational citizenship behaviour ▪ Leadership and human resource management for quality performance
Teaching/Learning Methodology	Lectures are used to introduce to students the concepts and applications of quality management. In tutorials, students are required to participate in discussing selected topics in detail and exploring context-specific issues. They will also be guided to search for new information on the topics.

Assessment Methods in Alignment with Intended Learning Outcomes	Specific assessment methods/tasks	% weighting	Intended subject learning outcomes to be assessed (Please tick as appropriate)				
			a	b	c		
	Group presentation in tutorial	25%	✓	✓	✓		
	Mid-term Quiz	25%	✓	✓			
	Final Exam	50%	✓	✓	✓		
	Total	100 %					
<p><u>Coursework (50%)</u>: group presentation in tutorial and quiz.</p> <ul style="list-style-type: none"> ▪ Group presentation and discussion to further illustrate the contents presented in lectures ▪ Mid-term Quiz: short questions and multiple choice questions on the concepts and operational functions of quality management <p><u>Final Exam (50%)</u>: 3-hour closed-book exam testing students' analytical and integrative thinking and knowledge in quality management.</p> <p><i>To pass this subject, students are required to obtain Grade D or above in BOTH the Coursework and Exam components.</i></p>							
Student Study Effort Expected	Class contact:						
	▪ Lectures		26 Hrs.				
	▪ Tutorials		13 Hrs.				
	Other student study effort:						
	▪ Self studies and group work		87 Hrs.				
	Total student study effort		126 Hrs.				
Reading List and References	<p><u>Textbook</u></p> <p>Foster, S. T. (2013) Managing Quality: Integrating the Supply Chain, Fifth Edition, Pearson Education.</p> <p><u>Reference Journals</u></p> <p>International Journal of Operations and Production Management</p> <p>International Journal of Production Economics</p> <p>International Journal of Production Research</p> <p>International Journal of Quality and Reliability Management</p> <p>Journal of Operations Management</p>						