

# The Hong Kong Polytechnic University

## Subject Description Form

<b>Subject Code</b>	LGT3106
<b>Subject Title</b>	Quality Management
<b>Credit Value</b>	3
<b>Level</b>	3
<b>Normal Duration</b>	1-semester
<b>Pre-requisite / Co-requisite/ Exclusion</b>	Nil
<b>Objectives</b>	This subject examines quality management as an integration of the customer-oriented aspects of the quality of product / service, process and people in organizations.
<b>Intended Learning Outcomes</b>	<p>Upon completion of the subject, students will be able to:</p> <ol style="list-style-type: none"> <li>outline the concepts and dimensions of product and service quality in a competitive and value / supply chain context</li> <li>analyse the design and implementation of a quality management system for ensuring conformance and continuous improvement of quality</li> <li>evaluate the quality culture development process with reference to human resource management practice and leadership in organisations</li> </ol>
<b>Subject Synopsis/ Indicative Syllabus</b>	<ul style="list-style-type: none"> <li>▪ Concepts of quality and a study framework for quality management</li> <li>▪ Dimensions and attributes of competitive product and service quality</li> <li>▪ Service quality management and improvement</li> <li>▪ Quality Function Deployment techniques for product / service design</li> <li>▪ Supplier quality audit and control</li> <li>▪ The voice of the customer and the market</li> <li>▪ The tools of quality</li> <li>▪ Six sigma and lean tools</li> <li>▪ Quality management standards and awards</li> <li>▪ Quality culture and organisational citizenship behaviour</li> <li>▪ Leadership and human resource management for quality performance</li> </ul>
<b>Teaching/Learning Methodology</b>	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.

<b>Assessment Methods in Alignment with Intended Learning Outcomes</b>	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"><li>▪ Group presentation and discussion to further illustrate the contents presented in lectures</li><li>▪ Mid-term Quiz: short questions and multiple choice questions on the concepts and operational functions of quality management</li></ul> <p><u>Final Exam (50%)</u>: 3-hour closed-book exam testing students' analytical and integrative thinking and knowledge in quality management.</p>							
<b>Student Study Effort Expected</b>	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.		
<b>Reading List and References</b>	<u><b>Textbook</b></u>							
	<u><b>Reference Journals</b></u>							
	International Journal of Operations and Production Management							
	International Journal of Production Economics							
	International Journal of Production Research							
	International Journal of Quality and Reliability Management							
	Journal of Operations Management							