

SUBJECT SYLLABUS

1. SUBJECT INFORMATION

1.1. General information

- **Subject title: QUALITY MANAGEMENT**
- Subject code: Number of credits: 03
- Applied for: Business administration
 - + Grade education: Bachelor
 - + Training form:
 - + Required subject.: *Compulsory*

1.2. Faculty in charge: FBA (Faculty of Business Administration)

1.3. Subject description:

One of the most important issues that businesses have focused on in the last decades has been quality. As markets have become much more competitive – quality of goods and services and organization's management has become widely regarded as a key ingredient for success in business. This subject introduces students the main concepts and principles of quality management and to study their implementation in international and Vietnamese companies.

The subject of Quality Management is included in group of core subjects for students majoring in Business Administration.

The subject will have the knowledge and skills of Quality Management to the student who intends to work in the businesses fields requiring Quality knowledge. After completing the course and achieving the requirements of the final assessment, student will have a basic understanding on the concepts and roles of the Quality Management consisting of various functions through the establishment, development and maintenance a quality management system providing benefits to customers with the aim to add value to their customers.

Students will have necessary skills for their work in the future from planning to auditing quality; to be able to analyze the quality costs and to apply quality tools.

Students will know how to choose suitable quality tools for each type of problem to be able to solve it.

- Hours for subject activities:

- + Theory: 30
- + Group working and presentation: 5
- + Exercises, Discussion: 10
- + Self study: 45

1.4 Prerequisite:

- Prerequisite subjects: Principles of Management
- Prior subjects:

2. SUBJECT OBJECTIVES

After finishing this subject, students can be able:

- Remember main concepts and processes in quality management;
- Know how to set up a quality management system in an organization;
- Know and choose a suitable quality standard for an organization to follow;
- Know how to plan, conduct, control and assess the quality actions;
- Know how to apply the improvement methods effectively;

3. LEARNING OUTCOMES

3.1 Learning outcomes

Items		Subject learning outcomes	Matching the Program Learning Outcomes
	Ks1	Remember concepts; be able to use quality management concepts easily; know peculiarities of evolution of quality management and its significance for the	K5: Establish and implement management activities in an organization

Knowledge		management of modern organizations	K6: Evaluating management activities in an organization K7: Suggest executive – and management method in a particular operation field of the organization
	Ks2	Analyse quality features, quality costs of products and services	
	Ks3	Know principles of standardization and conformity assessment	
	Ks4	Understand the role of PDCA in planning and designing quality at the beginning of a process; checking during process and acting properly to improve quality	
	Ks5	Understand the peculiarities of implementation, certification and audit of quality management systems	
	Ks6	Understand quality control methods for the analysis and solution of organizations' problems	
	Ks7	Understand the continuous improvement in quality management	
Skills	Ss1	Able to analyze the features and quality costs of products and services;	S2: Planning in a particular operation field of the organization S3: Implementing and controlling management
	Ss2	Able to apply the quality tools for the analysis and solutions of	

	Ss3	organizations' problems;	activities of the organization
	Ss4	Able to apply quality audit techniques in setting SMART goals by themselves, be able to assess some aspects of a quality management system; Able to apply the continuous improvement techniques, 5S and PDCA in their own life and job in the future.	S6: Communication & Teamwork
Competences on Self-reliance and self-responsibility	As1	Attendance on time	A2: Having social responsibility awareness and working ethic
	As2	Listening to opinions and instructions from lecturer and other people;	A3: Having ability of career – and personal development
	As3	Self study is a must, serious and honest in learning	A4: Having ability of networking and usage of social resources

3.2 Matrix for lining the contents of the chapters and learning outcomes

Contents	Knowledge	Skills	Competences on Self-reliance and self-responsible
Chapter 1: Different Perspectives on Quality	Ks1, Ks2	Ss1	As1, As2, As3
Chapter 2: Quality Theory	Ks1		As1, As2, As3

Chapter 3: International Quality Standards	Ks1, Ks3		As1, As2, As3
Chapter 4: Strategic Quality Planning	Ks1, Ks4		As1, As2, As3
Chapter 5: Designing Quality Service	Ks1, Ks4		As1, As2, As3
Chapter 6: Managing Supplier Quality in Supply Chain	Ks1, Ks5		As1, As2, As3
Chapter 7: The Tools of Quality	Ks1, Ks6	Ss3	As1, As2, As3
Chapter 8: Statistically Based Quality Improvement for Variables	Ks1, Ks6	Ss4	As1, As2, As3
Chapter 9: Managing Quality Improvement Team & Projects	Ks1, Ks7	Ss2	As1, As2, As3
Chapter 10: Implementing & Validating the Quality System	Ks1, Ks6	Ss2	As1, As2, As3

4. TEACHING PLAN

Study time	Description	Form of teaching and learning					Requirements for students' preparation before attendance of the classroom.
		Number of credits			Practice, practicum, gains through the practicum	Self – study, self-research	
		Theory	Exercises/ Discussion	Group working			
<i>Session 1</i>	Chapter 1: Different Perspectives on Quality	3 hours	1 hour		Students are required to interview company staffs, consumers to find out their different perspectives on quality	Students are required to find documents , references relating the chapter they will learn and visit a company	Students are required to read the Chapter 2
<i>Session</i>	Chapter 2:					Students	Students are

<i>n 2</i>	Quality Theory	3	1			are required to find situations on business etiquettes through sources (interviews, building situations..). The Students are required to pre-study of the next chapter	required to read the Chapter 3
<i>Sessio n 3</i>	Chapter 3: International Quality Standards	3	1			Students are required to collect information of a company being recognized a quality standards	Students are required to read the Chapter 4
<i>Sessio n 4</i>	Chapter 4: Strategic Quality Planning	3	1				Students are required to read the Chapter 5 and the rest of the topic “Designing and Asuring Quality” in the text book
<i>Sessio n 5</i>	Chapter 5: Designing Quality Service	3	1		Students will analyze case studies in the classroom	Groups of students will do and submit an assessment about Designing Quality Service	Students are required to read the Chapter 6
<i>Sessio n 6</i>	Chapter 6: Managing Supplier Quality in	3	1		Students will analyze case studies in the		Students are required to read the Chapter 7

	Supply Chain				classroom		
<i>Session 7</i>	Chapter 7: The Tools of Quality	2		2	Students will practise the Quality Tools		Students are required to read the Chapter 8 and the rest of Topic “Implementing Quality” in the textbook
<i>Session 8</i>	Chapter 8: Statistically Based Quality Improvement for Variables	2		2	Students practise the tools		Students are required to read the Chapters 9
<i>Session 9</i>	Chapter 9: Managing Quality Improvement Team & Projects	3	1		Students will analyze situations in the classroom		Students are required to read the Chapter 10
<i>Session 10</i>	Chapter 10: Implementing & Validating the Quality System	2	1	1	Students will analyze situations in the classroom	The students will systematiz e the learned knowledg e and prepare for reviews of the knowledg e	
<i>Session 11</i>	WRAP-UP & GENERALIZ ATION OF THE COURSE	2	2				
	Q&A						
	TOTAL	30 hours	10 hours	5 hours			

5. LIST OF REFERENCES

Main text book	S. Thomas Foster (2013), <i>Managing Quality – Intergrating the Supply Chain</i> , 5 th Ed., Pearson
References:	<ol style="list-style-type: none"> Nguyễn Đình Phan, Đặng Ngọc Sự (2012), Quản trị chất lượng, ĐH Kinh tế quốc dân Nguyễn Kim Định (2010), Quản trị chất lượng, NXB Tài chính <p>Students may read these references in the Library of Finance-Marketing University</p>
Other sources:	The websites on quality management. Students may make reference at bookstores and on internet.

6. METHOD OF EVALUATION

Type	Quantity	Description	Timeline	Percentage of the numeric grade	Match the subject learning outcomes
Homework	2	Interviewing company staffs/ consumers + Reporting about	After the week 1 & random	10%	Ks4, Ss4, As1, 2,3
Group discussion in the classroom	3	According to the contents of each chapter	Random during the weeks 2 - 10	15%	Ks1, Ks4, Ks7; Ss1,2,3,4; As1,2,3
Middle examination	1	Test of theories and situations	The week 7-9	15%	Ks1, 2,3,4,5,6,7; Ss1,2,3,4; As1,2,3
Final examination	1	Generalize and synthesize the theories and practices	According to the examination	60%	Ks1, 2,3,4,5,6,7; Ss1,2,3,4; As1,2,3
TOTAL				100%	

Principal

Dean of Faculty

Head of G.BA dept