

IE 5121 Quality Planning and Management

Description: This module focuses on the planning, organization and human dimensions of quality management. It begins with an overview of the fundamental nature of quality, followed by a coverage of the strategic importance of quality in industry and the implementation of total quality management. The organization and human dimensions include the application of basic management theories to the planning, management and improvement of quality. The measurement techniques unique to assessing human performance and their role in quality improvement will also be discussed.

Syllabus:

- Introduction to Quality (Chapter 1)
- Philosophies and Frameworks (Chapter 3, up to p. 113)
- Strategic Planning (Chapter 5, section on Strategic Planning, pp. 219-227)
- Leadership (notes and video)
- Change, Innovation, and Paradigms (notes and video)
- Focusing on customers – I: Identifying and translating customer needs, Kano Model, affinity diagram, focus group, QFD
- Focusing on customers – II: measuring customer satisfaction, handling customer complaints
- Process management: concepts (Chapter 7)
- Process management: techniques (Chapter 13)
- Human Resource Management - I
- Human Resource Management - II

Required Text

Evans, J. R., and Lindsay, W. M. (2005). (6th ed). *The Management and Control of Quality*. Singapore: Thomson Publishing. (Available at NUS Co-op, below Central Library, NUS.)