

Obuda University

Keleti Faculty of Business and Management

[GVXTQ2ABNE] Total Quality Management

Institute:	Vállalkozásmenedzsment Intézet (1084 Budapest, Tavaszmező u. 15-17.)		Credit:	4	
Type of classes:	Nappali		Language:	English	
			Semester:	2022/23/2	
Level:	Technical Management BSc;				
Responsible Teacher:	Dr. Szilágyi Győző Attila		Teacher(s):	Váradi Zoltán;	
Consultations (total/week):	Heti	Lectures:	1	Practice lectures:	2
				Labs:	0
				Consultations:	0
Type of Exam:	félévközi jegy				
Aim of the subject:	The course gives introduction to quality management principles and their real-life applications. The objective is to provide students with an overall understanding of concepts and most frequently used tools of Total Quality management, and introduce practical applications. We will achieve those with a mixture of lectures, problem solving exercises and homework assignments.				
Requirements during the semester (homeworks, essays, excercises, teamworks, presentations, part and final oral/written exam etc.):	<p>1 test at week 13, scoring above 51%;</p> <p>1 essay submitted on moodle;</p> <p>1 presentation on a practice lesson;</p> <p>5 assessment tests completed, each scoring 60% or above.</p> <p>Attendance and participation in classroom activities, mandatory participation on 70% of the practice lectures.</p> <p>Essay shall be submitted on moodle by end of week 8. Length shall be 3000-4000 words, plus title page, illustrations, and attachments. Format: Word docx, 12pt Times New Roman, aligned, 1.5 lines spacing. The essay shall contain individual thoughts of subjective points of view, based on the keywords covered during the semester, and must contain an improvement opportunity of the studied system. Title: Quality improvement in my organisation.</p>				
Week of semester	Topics of lectures/practices				
1.	Definition of Quality. Evolution of Quality management. Principles of TQM				
2.	Deming's 14 principles. The role of leadership				
3.	Process focus. Juran's three roles. Process mapping and communication				
4.	Quality functional deployment. Structural analysis of a process				
5.	Process FMEA. Control plan.				
6.	Standardised work (TWI). Work instructions. Audits.				
7.	Statistical tools: descriptive and inferential statistics. Analysis of measurement systems				
8.	Quality inspection. Statistical process control.				

9.	Process capability indices, interpretation and calculations. Minitab Statistical Software
10.	Problem solving. Heuristic and structured approaches. Continuous improvement. Kaizen. PDCA.
11.	Advanced problem solving approaches. Shainin. Six Sigma. 8D
12.	Quality systems and standards. (ISO 9001. IATF 16949). Quality awards overview.
13.	Summary. Practical approaches. End-of-semester test
14.	Presentations by students. Re-test
Type of evaluation, repetition, calculation of grade, etc.	Signature requires min 70% attendance on practice lectures; accepted essay; presentation held; and the 5 completed knowledge assessments on moodle scoring above 60%.
	<p>Mid-term grade consists of:</p> <p>60% of the final grade: 1 test at week 13, scoring above 51%;</p> <p>10% of the final grade: 1 essay submitted on moodle;</p> <p>10% of the final grade: 1 presentation on a practice lesson;</p> <p>20% of the final grade: 5 assessment tests completed, each scoring 60% or above.</p> <p>60% of the final grade: 1 test at week 13, scoring above 51%;</p> <p>10% of the final grade: 1 essay submitted on moodle;</p> <p>10% of the final grade: 1 presentation on a practice lesson;</p> <p>20% of the final grade: 5 assessment tests completed, each scoring 60% or above.</p> <p>Grades:</p> <p><51% - Fail;</p> <p><63% - pass (2);</p> <p><76% - satisfactory (3);</p> <p><88% - good (4);</p> <p>>=88% - excellent (5).</p> <p>Retest on week 14, covering the whole semester's material.</p>
Type of evaluation, repetition, calculation of grade, etc.	<p>Electronically available class material on Moodle.</p> <p>Juran's quality management handbook</p> <p>Deming: Out of the Crisis.</p>
Compulsory literature:	<p>AIAG-VDA FMEA manual 5th edition</p> <p>Robert Martichenko: Everything I Know About Lean</p> <p>Thomas Pyzdek: Six Sigma Handbook</p> <p>The ISO 9001:2015 handbook</p>
Methods of quality assurance of the subject :	Előadások és gyakorlatok rendszeres látogatása. Utóbbi kötelező és a TVSZ szerint ellenőrzött.

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