

Content

Course Code	Course Name	Semester	Theory	Practice	Lab	Credit	ECTS
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IND366	Total Quality Management	6	3	0	0	4	4
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Prerequisites

Admission Requirements

Language of Instruction French

Course Type Elective

Course Level Bachelor Degree

Objective Total Quality Management describes an organizational management approach that aims long-term success through customer satisfaction. This course is designed to provide students fundamentals of the Total Quality. It aims to develop an understanding of Total Quality Management tools.

Content Defining quality, basic concepts of Total Quality Management, Customer satisfaction, Process management, Continuous improvement, Performance measures, Quality Function Deployment (QFD), Supplier selection, Quality costs, Taguchi's quality engineering, Benchmarking, Quality management systems

References Besterfield, D.H. et al., "Total Quality Management", Prentice Hall.

 Akao, Y., "Quality Function Deployment – QFD- Integrating Customer Requirements into Product Design", Productivity Press.

Theory Topics

Week	Weekly Contents
1	Defining quality, basic concepts of Total Quality Management
2	Customer satisfaction
3	Process management
4	Continuous improvement
5	Performance measures
6	Quality Function Deployment (QFD)
7	QFD applications
8	QFD applications
9	Midterm exam
10	Supplier selection
11	Quality costs
12	Taguchi's quality engineering
13	Benchmarking
14	Quality management systems