Content

Course Code	Course Name	Semester	Theory	Practice	Lab	Credit	ECTS
IND 523	Advanced Topics in Quality Engineering	1	3	0	0	3	6

Prerequisites	
Admission Requirements	

Language of Instruction	English
Course Type	Elective
Course Level	Masters Degree
Objective	The aim of this course is to provide students with a basic understanding of the approaches, systems and techniques to assess and improve product/service quality in a manufacturing/service organization. The principles and techniques of experimental design and Six Sigma methodology and their practical implementation issues in product and service realization are introduced. Quality Systems and Management in both the manufacturing and servicing environment with strong emphasis on development of quality management systems and application of Total Quality Management (TQM) concepts to enhance organizational competitiveness are discussed.
Content	1. week : Product and service quality dimensions 2. week : Modern Quality Management development and background 3. week : Basic statistics and probabilities for quality and reliability 4. week : Statistical Process Control, Control Charts for Variables 5. week : Introduction to experimental design 6. week : Experiments with a single factor: the analsis of variance 7. week : Introduction to factorial designs 8. week : Blocking and confounding in the 2k factorial design 9. week : Mid term 10. week : Response surface models 11. week : Quality function deployment, voice of the customer 12. week : Six Sigma and DMAIC methodology 13. week : Case studies 14. week : Case studies
References	• Montgomery, D.C., Design and Analysis of Experiments, Sixth Edition, John Wiley & Sons, 2005. • Besterfield D.H. et al, Total Quality Management, Prentice-Hall, Englewood, USA, 2003. • Gryna F.M., Chua C.H., DeFeo J.A., Juran's Quality Planning and Analysis, 5th edition, McGraw-Hill, 2007.

Theory Topics

Week	Weekly Contents
1	Product and service quality dimensions
2	Modern Quality Management development and background
3	Basic statistics and probabilities for quality and reliability
4	Statistical Process Control, Control Charts for Variables
5	Introduction to experimental design
6	Experiments with a single factor: the analsis of variance
7	Introduction to factorial designs
8	Blocking and confounding in the 2k factorial design

Week	Weekly Contents
9	Mid term
10	Response surface models
11	Quality function deployment, voice of the customer
12	Six Sigma and DMAIC methodology
13	Case studies
14	Case studies