Content

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

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