

Course Title	Total Quality Management	Course Level	Eighth
Course code	MGMT 423	Credit Hours	3 hours
Pre-required courses	None	Teaching Language	Arabic
Course Description			
<p>This subject provides students with modern scientific methods and concepts used in the field of quality management. It displays total quality management (ISO 9000) that has become one of the pillars of modern management in many organizations. It covers the definitions and the concept of quality management and quality measurement and development, quality control and quality management. Moreover, the course deals with the role of costs that is associated with quality and the application of TQM.</p>			
Course Aims:			
<ul style="list-style-type: none"> • Determining the significance of the Japanese experience. • Determining the productivity indicators and their development. • Defining the concept of quality. • Determining the meaning of the international organization and its importance. • Identifying ISO and specifications. • Defining the concept of quality control loops, evolution and its importance for success • Introducing integrated systems of quality control design. • Identifying the control map of the variables and how to calculate it. • Identifying control maps of impurities (deficiencies) and how to calculate them. • Determining samples. 			
Course Contents:			
<ul style="list-style-type: none"> • The characteristics of Japanese society. • The most important characteristics of the Japanese experience. • Productivity indicators and their development. • The concept of TQM • Historical development of TQM • Scientific cases for discussion • International Organization for Standardization • Quality control circles • Integrated system of quality control design • Control charts for variables • Control charts for the rejected units • Control charts for the defective units • Admission samples • Scientific cases for discussion 			