

Course Outline

Code: MGT325

Title: Quality Management

School:	Business
Teaching Session:	Semester 2
Year:	2019
Course Coordinator:	Dr Bishnu Sharma
Course Moderator:	Professor Karen Becker

Please go to the USC website for up to date information on the teaching sessions and campuses where this course is usually offered.

1. What is this course about?

1.1 Description

This course will focus on principles and tools associated with contemporary quality management philosophy, both for breakthrough and continuous improvement of an organisation's processes and practices. You will engage in both qualitative and quantitative approaches in identifying, analysing and understanding the impacts of quality management systems in any organisation.

1.2 Field trips, WIL placements or activities required by professional accreditation

N/A

2. What level is this course?

300 level Graduate - Independent application of graduate knowledge and skills. Meets AQF and professional requirements. May require pre-requisites and developing level knowledge/skills. Normally taken in the 3rd or 4th year of an undergraduate program.

3. What is the unit value of this course?

12 units

4. How does this course contribute to my learning?

Specific Learning Outcomes On successful completion of this course, you should be able to:	Assessment tasks You will be assessed on the learning outcomes in task/s:	Graduate Qualities or Professional Standards mapping Completing these tasks successfully will contribute to:
Understand varying quality definitions and philosophies.	1, 2 and 3	Knowledgeable.
Explain different quality management methodologies, including design for six sigmas.	2	Empowered. Creative and critical thinking
Apply quality management techniques to reduce variation and improve quality, processes, systems, products and services.	2	Empowered. Creative and critical thinking
Understand the principles, practices and applications of quality management for product or service design and performance monitoring.	1, 2 and 3	Knowledgeable.
Demonstrate critical and creative thinking to identify and solve business problems and arrive at innovative solutions through service-based case studies.	2	Empowered. Ethical. Creative and critical thinking
Understand the softer management issues for creating a company quality culture.	1, 2 and 3	Knowledgeable. Ethical. Community consciousness
Demonstrate an understanding of effectively managing and working in teams in a business context.	2	Teamwork Collaboration

5. Am I eligible to enrol in this course?

Refer to the [USC Glossary of terms](#) for definitions of “pre-requisites, co-requisites and anti-requisites”.

5.1 Enrolment restrictions

Nil

5.2 Pre-requisites

5.3 Co-requisites

Nil

5.4 Anti-requisites

Nil

5.5 Specific assumed prior knowledge and skills (where applicable)

N/A

6. How am I going to be assessed?

6.1 Grading scale

Standard – High Distinction (HD), Distinction (DN), Credit (CR), Pass (PS), Fail (FL)

6.2 Details of early feedback on progress

The students are expected to actively involve themselves in the discussions in the tutorial and seek formative feedback from the tutor on a regular basis on a regular basis. There will also be a quiz in week 5.

6.3 Assessment tasks

Task No.	Assessment Product	Individual or Group	Weighting %	What is the duration / length?	When should I submit?	Where should I submit it?
1	Quiz/zes	Individual	20%	20 minutes	Week 5	In Class
2	Report	Group	30%	2,500 words	On or before Friday 5pm, Week 12	Online Assignment Submission with Plagiarism check
3	Examination	Individual	50%	2 hours	Central examination period	Exam Venue
			100%			

Assessment Task 1: In-class quiz

Goal:	Demonstrate understanding of quality management concepts.
Product:	Quiz/zes
Format:	Individual assessment.
Criteria:	<ul style="list-style-type: none"> demonstration of mastery of quality management concepts covered in the lecture topics ability to apply relevant concepts in addressing the questions ability to think critically about the question

Assessment Task 2: Quality management report

Goal:	To develop and demonstrate your knowledge, skills and ability to apply quality management concepts in the context of a service industry.
Product:	Written Piece
Format:	<p>Group assignment. Written 2,500-word report to address the criteria given below (the details of assessment will be made available on Blackboard).</p> <p>This task is being used for measuring assurance of learning towards Association to Advance Collegiate Schools of Business (AACSB) accreditation. It assesses Program Learning Outcome PLO3.1: demonstrate critical and creative thinking to identify and solve business problems and arrive at innovative solutions.</p>
Criteria:	<ul style="list-style-type: none"> application of relevant quality management concepts/frameworks and theories assessment of the influence of quality management practices in improving customer satisfaction/organisational performance critical and creative evaluation and logical development of arguments in presenting your analysis generation of innovative recommendations (solutions) communication and presentation use of relevant credible sources and appropriate referencing style understanding of effectively managing and working in teams in a business context evidenced through self and peer assessment and group processes.

Assessment Task 3: Final examination

Goal:	To demonstrate your understanding of the quality management concepts and applications covered in this course.
Product:	Examination
Format:	Individual assessment. The marks for each question will be indicated in the exam paper.
Criteria:	<ul style="list-style-type: none"> demonstration of good understanding of the key quality management concepts covered in the course ability to apply relevant quality management concepts in addressing the case issues/problems use of relevant quality techniques and software ability to think critically about the question and to convey this in the written answer

7. Directed study hours

The directed study hours listed here are a portion of the workload for this course. A 12-unit course will have total of 150 learning hours which will include directed study hours (including online if required), self-directed learning and completion of assessable tasks. Directed study hours may vary by location. Student workload is calculated at 12.5 learning hours per one unit.

Location:	Directed study hours for location:
On-campus	Lecture (2 hours) Tutorial (1 hour)

8. What resources do I need to undertake this course?

Please note that course information, including specific information of recommended readings, learning activities, resources, weekly readings, etc. are available on the course Blackboard site. Please log in as soon as possible.

8.1 Prescribed text(s) or course reader

Please note that you need to have regular access to the resource(s) listed below as they are required:

Author	Year	Title	Publisher
Evans, J.R. and Lindsay, W.M	2017, 10 th ed.	<i>Managing for Quality and Performance Excellence</i>	Cengage Learning: Boston

8.2 Specific requirements

N/A

9. How are risks managed in this course?

Health and safety risks for this course have been assessed as low.

It is your responsibility as a student to review course material, search online, discuss with lecturers and peers, and understand the health and safety risks associated with your specific course of study. It is also your responsibility to familiarise yourself with the University's general health and safety principles by reviewing the [online Health Safety and Wellbeing training module for students](#), and following the instructions of the University staff.

10. What administrative information is relevant to this course?

10.1 Assessment: Academic Integrity

Academic integrity is the ethical standard of university participation. It ensures that students graduate as a result of proving they are competent in their discipline. This is integral in maintaining the value of academic qualifications. Each industry has expectations and standards of the skills and knowledge within that discipline and these are reflected in assessment.

Academic integrity means that you do not engage in any activity that is considered to be academic fraud; including plagiarism, collusion or outsourcing any part of any assessment item to any other person. You are expected to be honest and ethical by completing all work yourself and indicating in your work which ideas and information were developed by you and which were taken from others. You cannot provide your assessment work to others. You are also expected to provide evidence of wide and critical reading, usually by using appropriate academic references.

In order to minimise incidents of academic fraud, this course may require that some of its assessment tasks, when submitted to Blackboard, are electronically checked through SafeAssign. This software allows for text comparisons to be made between your submitted assessment item and all other work that SafeAssign has access to.

10.2 Assessment: Additional requirements

Eligibility for Supplementary Assessment

Your eligibility for supplementary assessment in a course is dependent of the following conditions applying:

- a) The final mark is in the percentage range 47% to 49.4%
- b) The course is graded using the Standard Grading scale
- c) You have not failed an assessment task in the course due to academic misconduct

10.3 Assessment: Submission penalties

Late submission of assessment tasks will be penalised at the following maximum rate:

- 5% (of the assessment task's identified value) per day for the first two days from the date identified as the due date for the assessment task.
- 10% (of the assessment task's identified value) for the third day
- 20% (of the assessment task's identified value) for the fourth day and subsequent days up to and including seven days from the date identified as the due date for the assessment task.
- A result of zero is awarded for an assessment task submitted after seven days from the date identified as the due date for the assessment task.

Weekdays and weekends are included in the calculation of days late.

To request an extension, you must contact your Course Coordinator and supply the required documentation to negotiate an outcome.

10.4 Study help

In the first instance, you should contact your tutor, then the Course Coordinator. Additional assistance is provided to all students through Academic Skills Advisers. To book an appointment or find a drop-in session go to [Student Hub](#).

Contact Student Central for further assistance: +61 7 5430 2890 or studentcentral@usc.edu.au

10.5 Links to relevant University policy and procedures

For more information on Academic Learning & Teaching categories including:

- Assessment: Courses and Coursework Programs
- Review of Assessment and Final Grades
- Supplementary Assessment
- Administration of Central Examinations
- Deferred Examinations
- Student Academic Misconduct
- Students with a Disability

Visit the USC website:

<http://www.usc.edu.au/explore/policies-and-procedures#academic-learning-and-teaching>

10.6 General Enquiries

In person:

- **USC Sunshine Coast** - Student Central, Ground Floor, Building C, 90 Sippy Downs Drive, Sippy Downs
- **USC SouthBank** - Student Central, Building A4 (SW1), 52 Merivale Street, South Brisbane
- **USC Gympie** - Student Central, 71 Cartwright Road, Gympie
- **USC Fraser Coast** - Student Central, Student Central, Building A, 161 Old Maryborough Rd, Hervey Bay
- **USC Caboolture** - Student Central, Level 1 Building J, Cnr Manley and Tallon Street, Caboolture

Tel: +61 7 5430 2890

Email: studentcentral@usc.edu.au

Appendix 1 Course content

Week # / Module #	What key concepts/content will I learn?	Directed Study Activities: teaching components
1	Quality definitions, history of quality management and its applications – Chapter 1	Lecture only – no Tutorial
2	Quality philosophies, principles, practices, standards and systems – Chapter 2	Lecture and Tutorial
3	Understanding and satisfying customer needs - Chapter 3	Lecture and Tutorial
4	Design for quality: The “Gaps” approach to Service Design (SERVQUAL), Quality Function Deployment/ House of quality, Poka-Yoke, etc. – Chapter 7 Plus	Lecture and Tutorial
5	Understanding and managing processes for quality - process design, control, improvement, and managing supply chain processes – Chapter 5	Lecture and Tutorial
6	Six Sigma Quality – DMAIC, design for Six Sigma Lean Six Sigma in Service – Chapter 9	Lecture and Tutorial
7	Process control, Process capability, and Control charts – Chapter 8	Lecture and Tutorial
8	Australian and other performance excellence frameworks – Chapter 10	Lecture and Tutorial
9	Building a quality culture – Chapter 14 Plus	Lecture and Tutorial
10	Contemporary quality practices in the service context (e.g. healthcare, retail, tourism) - I	Lecture and Tutorial
11	Contemporary quality practices in the service context (e.g. healthcare, retail, tourism) - II	Lecture and Tutorial
12	Contemporary quality practices in the service context (e.g. healthcare, retail, tourism) - III	Lecture only - no Tutorial
13	Revision and final exam format	Lecture only - no Tutorial

Please note that the course activities may be subject to variation.

Mid Semester Break:

30th September 2019–6th October 2019 (Between Week 10 and Week 11)

Public Holidays

Queen's Birthday- Monday 7th October (Week11)