



**FAKULTI PENGURUSAN DAN INDUSTRI HALAL**

<b>PROGRAM</b>	<b>Diploma in Technology Management</b>
<b>COURSE NAME</b>	<b>QUALITY MANAGEMENT</b>
<b>COURSE CODE</b>	<b>DDWG 2153</b>
<b>CREDIT HOUR</b>	<b>3</b>
<b>SYNOPSIS</b>	<p>This course discusses on the concept and methodology of Quality Management. The course outline the principles of quality management as well as quality tools and techniques used for quality control and quality improvement. Topics covered include quality culture, ethics, corporate social responsibility, quality principles such as customer focus, leadership, teamwork, quality education and training, partnering as well as statistical quality control tools and techniques. The course is designed to facilitate students acquiring knowledge and understanding on principles of quality management and methodology for quality control and improvement. This course embraces authenticity of generic skills (team work) when engaging in the process of completing the task given.</p>
<b>COURSE STRUCTURE</b>	
<b>CHAPTER</b>	<b>TOPICS</b>
<b>1</b>	<b>QUALITY AND GLOBAL COMPETITIVENESS</b> Definition of Quality, Relationship between quality and competitiveness
<b>2</b>	<b>QUALITY MANAGEMENT, CULTURE, ETHICS &amp; CORPORATE SOCIAL RESPONSIBILITY</b> Establishing and maintaining Quality Culture, Quality and ethical behaviour, Corporate Social Responsibility
<b>3</b>	<b>QUALITY PRINCIPLES</b> Customer Satisfaction, Retention & Loyalty
<b>4</b>	<b>LEADERSHIP FOR QUALITY, LEADERSHIP STYLE, RESTRUCTURING AND CHANGE</b>
<b>5</b>	<b>EMPLOYEE INVOLVEMENT – TEAMWORK</b>
<b>6</b>	<b>EDUCATION &amp; TRAINING</b>
<b>7</b>	<b>PARTNERING &amp; STRATEGIC ALLIANCES</b>



<b>8</b>	<b>ACCEPTANCE SAMPLING</b>  QC curve, Single, Double and Multiple Sampling
<b>References:</b>	1. David L. Goetsch, Stanley Davis (2015) Quality Management for Organizational Excellence: Introduction to Total Quality, 8 <sup>th</sup> Edition. Pearson.