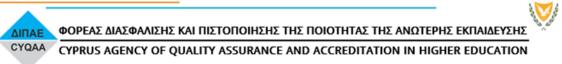
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Course title	Total Quality Management				
Course code	BUSS318				
Course type	Theoretical, Elective Course Group B				
Level	Undergraduate				
Year / Semester	Year 3 Semester 5				
Teacher's name	Dr. Mardapittas Chrysanthos				
ECTS	4	Lectures / week	2	Laboratories / week	
Course purpose and objectives	This course aims to provide, the main principles of business and processes, methodologies and strategies aimed to create and maintain mechanism of organizations' continuous improvement. It aims also to introduce the concepts of business and social excellence that are a sustainable approach to organizations' competition, efficiency improvement, leadership and partnership.				
Learning outcomes	 After the completion of the course students are expected to: Be able to understand business excellence models Assess organizations, performance making reference to specified criteria Define the principles of total quality management and peculiarities of their implementation Be able to use quality management methods analysing and solving problems of organizations Define prerequisites of evolution of total quality management and significance of quality gurus' works to the management of modern organizations 				
Prerequisites	Business	2 Introduction to & Management	Require	ed None	
		Introduction to Statistics uality basics and history: (Cost of Qu	uality, The importance of quality,	
Course content	 Total quality concept: · Evolution of quality concepts and quality paradigms, Organization for total quality, process management · (Total) Quality management gurus: Deming, Juran, Crosby and others Quality teams and teamwork processes: Basic problem solving tools for quality improvement, Leadership and empowerment Quality standards and award models TQM implementation and case studies Quality through improvement: Six sigma, Lean six sigma, Kaizen, 5S, SPC, Causes of waste: muda, mura and muri, Involvement of everyone for successful improvement, Lean tools, Lean improvements across different sectors 				





Teaching methodology	The course content will be taught using:				
	Power Point presentations				
	Guided discussions with the active participation of students				
	Examples and case studies that relate to the content of the course				
	Question and answer section				
	Use of internet and related IT infrastructure				
	Use of video projector and whiteboard				
	Assignment				
	Greek Bibliography				
Bibliography	• Αυλωνίτης, Σ.(2012), Στοιχεία ελέγχου και διασφάλισης ποιότητας.				
	Εκδόσεις Ίων,ISBN: 9789605080501				
	English Bibliography				
	 Doney, Jeffry A.(2019)Total Quality Management (TQM): Concepts, 				
	Implementation and Applications. New York: Nova, ISBN 9781536156010				
	EBSCO Host				
	• Evans, J., Lindsay, W.(2017), Managing for quality and performance				
	excellence. Cengage Learning, ISBN: 9781305662544				
	Bank, J.(2001), The essence of total quality management. Financial Times				
	Prentice Hall, ISBN: 0-13-573114-3				
Assessment	Attendance and Class Participation: 10%				
	Assignment: 20%				
	Intermediate Written Examination: 30%				
	Final Written Examination: 40%				
Language	English or Greek				