Course Title	Quality Assessment Control and Management				
Course Code	BUSS306				
Course Type	Compulsory				
Level	Higher Diploma				
Year / Semester	3rd Year / 5th Semester				
Teacher's Name	Yerocostas Costas				
ECTS	4	Lectures / week	2	Laboratories / week	
Course Purpose and Objectives	To introduce and discuss the relevance of quality control to modern business conduct and operation.				
Learning Outcomes	Upon successful completion of this course, students are expected to: ▪ Know the fundamental concepts and strategies of statistical process control, total quality management, and the application of these methods and philosophies and to businesses of all kinds. ▪ Sensitize to the complexities of statistical analysis and interpretation. ▪ Be able to apply skills to diagnose and analyze quality variation in manufacture and service. ▪ Understand of common quality analysis tools and techniques ▪ Explain the regulation and the phases of a quality system certification process ▪ Understand the importance of ethics and social responsibility				
Prerequisites	None	Required			
Course Content	Introduction to Quality Control and Management ▪ Quality basics, theory and history ▪ Quality maintenance and improvement Total Quality Management Ideas: ▪ Deming, Juran, Crosby ▪ Quality Management Quality Improvement Methods and Techniques ▪ Pareto Diagrams ▪ Cause-Effect Diagrams				

	▪ Scatter Diagrams ▪ Run Charts ▪ Cause and Effect Diagrams Recapitulation of Statistical Concepts ▪ Definitions, Measures of Central Tendency, Dispersion, Sampling, Normal Curves ▪ Fundamentals of Probability, Control Charts for Variables ▪ Variation: Common vs. Special Causes ▪ Control Chart Techniques ▪ X-bar and R chart Correlation ▪ X-bar and S charts Control Chart Interpretation and Analysis ▪ Using Charts to Pinpoint Problems ▪ Process Capability Other Variable Control Charts ▪ Individuals and Moving Range Charts ▪ Moving Average and Moving Range Charts ▪ Charts for Individuals ▪ Median and Range Charts Reliability ▪ Product Life Cycle ▪ Measures of Reliability Quality Cost Measurement ▪ Utilizing Quality Costs for Decision-Making Social Responsibility and Ethics ▪ Social Obligations ▪ Social Responsiveness ▪ Code of Ethics ▪ Ethical Decision-Making

	▪ Ethical Behavior
Teaching Methodology	Course topics are presented by a variety of teaching approaches including lectures, exercises, multimedia cases, homework case analysis and class presentations and discussions of assigned readings.
Bibliography	**compulsory reading** • Summers, Donna C. S. (2010), Quality,5th,Prentice Hall,ISBN: 9780131592490. • Carroll, Archie & Brown, Jill & Buchholtz, Ann (2017), Business & Society: Ethics, Sustainability & Stakeholder Management, 10th Edition, Cengage Learning,ISBN: 9781305959828 **additional reading** • Kerzner, Harold (2017), Project management: A systems approach to planning, scheduling, and controlling,12th, John Wiley & Sons, Inc., ISBN: 978-1119165354.
Assessment	▪ Class participation 10% ▪ Assignments/Tests 20% ▪ Mid-term exam 20% ▪ Final exam 50%
Language	English