

TOTAL QUALITY MANAGENT

A.A. 2023/2022

Total Quality Management

Business Management Course

Prof.ssa S.Zanda

Lessons II ° semester 2024

COURSE PROGRAM

Fundamentals of management

Management system for ethics and sustainability

The competitive priorities of the modern company

Total Quality Management: definitions and principles

Quality system

Customer satisfaction

Continual improvement for the Excellence: beyond Kaizen

Process management

BPR, BRI, Six Sigma, DRW, QFD process management techniques (principles)

The quality control 7 tools

Quality indicators

Costs of quality

Leadership and HR for quality Management

Human centered Management and Compliance

Quality and Sustainability for a responsible management

Quality and Standardization, Iso 9001 (principles)

AIM OF THE COURSE

The course aims to transfer skills, based on clear and schematic notions, methodologies, tools and application techniques used concretely in the various sectors of the production field.

Companies require young graduates with specific specialist skills that allow new hires to immediately tackle assigned tasks and solve problems by working individually or in teams, they are increasingly attentive to soft skills such as flexibility, problem solving and creativity. The course is designed to transfer and train students in terms of quality both from the point of view of management and from the point of view of the certification process, through which companies "exhibit" their distinctive abilities and their ability to interpret needs of society. But it is also structured to encourage the development of flexibility in dealing with problems by engaging everyone in a creative effort. Another goal of the course is to develop the ability to analyze problems and support teamwork. The teaching is interactive, developed according to the modern binary approach: learning practices / learning activities and final discussion

The course is structured according to various macro themes to transfer concepts, methodologies, techniques, to increase basic and transversal knowledge with respect to the topic of Quality and the evolution of Quality Management.

The contents are year by year aligned with new company strategies, market changes and customer behavior specifically:

- basic concepts, knowledge and application skills of the practical tools required by companies and consulting firms in the field of production and quality management;
- a methodology for analyzing problems in the various production processes, to design, produce and supply products and services with a view to continuous improvement towards excellence.
- the ability to systematize the approach to critical issues and problems in business processes
- the techniques for analyzing and solving the main problems in terms of quality management in production and service companies.
- fundamentals of ethics and responsibility for business management
- HR management systems and the leadership style to build a Quality Management System.

- main pillars of Quality Standardization (Bodies, Coordinating Organizations, evolution of the Standards landscape), and of Certification, in particular of the standard relating to the ISO 9000 family management system, ISO 9001

EDUCATIONAL OBJECTIVES

We present the objectives of the course according to the setting of the five Dublin descriptors:

1) Knowledge and understanding upon completion of the course

At the end of the course, the student will have acquired the following skills:

- the terminology and underlying principles relating to them as foundations of business management
- definitions and concepts relating to Quality and Sustainability Management and to economic, environmental and social ethics, for business management.
- terminology, tools and management techniques relating to production management and quality in companies.
- understanding and classification of quality costs.
- understanding of the dynamics and techniques for managing processes
- BS, ISO international standards.
- certification process to support sustainable management and knowledge of national and international reference bodies.
- systems integration principle.
- acquire the skills to conceive and guide business management, management towards eco-efficiency, sustainability, ethics by pursuing excellence.
- orient students to responsible management and the need to give a moral foundation to governance, and in general to the production activity.

2) Ability to apply knowledge and level of understanding

Regarding the various macro issues addressed in the Course:

- customer satisfaction for the production of goods and services
- management and techniques of production by processes
- construction and management of a Quality Management System
- quality management tools and indicators
- leadership and management of human resources for the quality of processes
- quality standardization and certification
- sustainability and responsible management

exercises, oral debates in the classroom and tests are scheduled, so that it is possible to progressively evaluate the level of understanding of the various topics and make students able to apply the concepts learned.

3) Critical judgment skills - 4) Ability to communicate what has been learned.

With regard to descriptors 3 and 4, analytical reports are provided starting from selected scientific papers, on specific topics, research on different topics to be carried out in teams following which students will have to present the work done, independently establishing the rules and roles in the team and the methods of presentation, expressing critical judgment and formulating individual or collective observations. The goal is to encourage the development of critical judgment, the autonomous organization of work, the ability to interact in team work, the improvement of problem solving and communication skills.

5) Ability to continue and deepen the study independently

During the course, open questions relating to some real case studies will be carried out, especially with regard to the standardization and certification of the quality of tests and exercises, to encourage the student's autonomy and develop interest in the subject, motivating to deepen different topics.

CONDUCT OF LESSONS

The course (6 CFU) takes place over two consecutive hours twice a week and is divided into frontal teaching , classroom exercises, individual or in study group, research and insights to be presented individually or in study group, periodic level verification of learning and final exams: written and oral.

START OF THE COURSE

March 2024.

CLASS SCHEDULE

Tuesday and Wednesday : 2. pm - 4. pm

Aula :

OFFICE HOUR, STUDENT CONSULTING

Prof. Zanda will be available for student consulting :

- Tuesday, Wednesday and Thursday 14-16 pm.

- Office students hours from March to June can be also fixed after each class Tuesday and Wednesday.

Method of examination

For attending students:

- 1) first intermediate test: written multiple choice test by the end of March ;
- 2) second intermediate test : written multiple choice test by the end of April:
- 3) third intermediate test: 1 critical report on a scientific paper with final presentation (evaluation: insufficient 0 – fair 0.5 - good 1- very good 2);
- 4) final oral exam (only on the last part of program)

The dates for the intermediate tests, regarding different parts of the course, will be decided during the course.

The final exam is an *oral exam* for attending students, who have passed the intermediate tests. Student can students can take the exam in the pre-session the 31 of May, or in the scheduled examinations sessions : June 4 / July 4 /September 17- 2024

The grade of the final exam is the result of the assessments of the intermediate tests and the final assessment of the oral exam.

For non-attending students:

There will be a written test - on line (exama lasting 1 hour) with open questions, and, if necessary, an oral exam covering the entire program- or a research to a specific subject.

Final Exam : How to study

For attending students: a book suggested in classroom during the course *and* the material shared in the classroom. The marks about the 2 intermediate test must be at least 18/30.

- S. Zanda (2017): *Building Efficient Management and Leadership Practices*

The Contemporary Relevance of Chester I. Barnard's Thought in the Context of the Knowledge-Based Economy; Springer

Specific Chapters indicated by the teacher during the Course.

For non attending students:

- S. Zanda (2017): *Building Efficient Management and Leadership Practices: The Contemporary Relevance of Chester I. Barnard's Thought in the Context of the Knowledge-Based Economy*; Springer.

- Jens .J. Dahlggaard, Ghopal K. Kanjy, Kai Kristensen (2008), *Foundamentals of Total Quality Management*, Routledge.

Supplementary suggested books:

- MASSAKI IMAI (2012) GEMBA KAIZEN: A COMMONSENSE APPROACH TO A CONTINUOUS IMPROVEMENT STRATEGY, SECOND EDITION , MACGRAW-HILL.

EXAMS Year 2024

Winter Session : 18 January- 13 February 2024 (previous course 2023)

Summer Session : June 4 – July 4

Autumn Session : September 17

Extra-ordinary Session (undergraduate session) : November 6