

Course Title	Quality Assurance Management				
Course Code	IMGT-450				
Type of Course	Required				
Level	1 st Cycle				
Year / Semester of study	First / Fall				
Lecturer's Name	Yiannis Kouis				
ECTS	6	Lectures / week	13	Laboratories / week	0
Course Objectives	This course focuses on the overall quality of the administration from the perspective of management, employees, customers and suppliers. It also covers the design, organization and measurement of quality as well as the ISO 9000: 2000 system.				
Learning Outcomes	<p>After completing the training, trainees should be able to measure:</p> <ul style="list-style-type: none"> • the evolution of quality-the development of quality theory over the years. • The Quality Management philosophy-analysis of the basic theories of quality and quality grading / scholars. • quality as a strategy - the importance and application of quality philosophy in the context of organizational strategy. • Quality of service: customer expectations. Analysis of customer's view of quality and expectations. • The leadership and impact of quality-the characteristics of strong leadership required for quality programs. • International Standards for Quality Analysis and Understanding of Basic Standards, such as ISO9000. • Award Driven Models - Analysis of EFQM, Six Sigma, and Malcolm Balbridge models. • the tools and techniques of quality-analysis of the various tools and techniques required for the philosophy of Quality, especially for organizational changes. • Formation of the quality team - detailed analysis of the team's evolution in relation to the quality programs. 				
Pre-requisites	IMGT-281	Co-requisites	None		
Course Content	<ol style="list-style-type: none"> 1. Introduction to Quality Management-includes a review of the core principles of Administration. Total Quality (TQM) with reference to relevant examples, and analysis of the form of the module. 2. Evolution of quality and theoretical principles - in-depth analysis and evaluation of management and theories of quality. 3. Initial theories of quality management - target students are to understand the basic concepts developed within the philosophy of quality, and develop critical thinking. 4. Cost of Quality - Students face the cost of quality in organizational terms 				

	<p>as well as the expectations of customers.</p> <ol style="list-style-type: none"> 5. Define & evaluate service quality - the importance of service quality and key success factors. 6. Quality Management Systems - ENISO 9001: 2000 - detailed analysis of ISO Standards as an initial stage of quality systems. 7. Quality Management Systems – Award Driven Models - Analysis and Evaluation of Six Sigma and EFQM Quality Model. 8. Quality Management Teams - Presentation of the configuration of the team and the nine roles needed for an effective quality team. 9. Quality Management and Leadership - emphasis on the characteristics and qualities of leaders and their relationship to the success of quality. 10. Organizational Change - Quality Improvement Programs - underline the importance of the quality of key organizational changes.
Teaching Methodology	Lectures, examples, projects and presentations, videos and slides as well as in class activities.
Bibliography	<p>Required:</p> <ul style="list-style-type: none"> • Τσίτορας Γ., « Βελτίωση Ποιότητας», Εκδ. Μπένου Γ., (2003) • Lecturer's Notes
Evaluation	Individual work, Teamwork - presentation, final examination
Language	Greek