

Quality Management (AEC 421)

International Agriculture program

Dr. Fadi Mohamed Hisham

Course Description

- Quality Management course study of the major principles of quality management: customer focus, continuous improvement, employee involvement, and process improvement. Use of case studies and a project to gain knowledge in implementing quality management principles.
- It is not an exaggeration to state that this course is potentially one of the most interesting and enjoyable courses you will ever have in college. That is a good thing because the concepts and ideas on quality that we will cover in this course affect every aspect of most things we encounter around us.

Course Objectives

1. Develop an appreciation of quality management theory, principles, and practices.
2. Implement quality improvement efforts using teams.
3. Use quality improvement tools and practices for continuous improvement.
4. Develop strategies for organizational change and transformation.

Course Content

1. The Total Quality Approach to Quality Management
2. Quality and Global Competitiveness
3. Strategic Management: Planning and Execution for Competitive Advantage
4. Customer Satisfaction, Retention, and Loyalty
5. Employee Empowerment
6. ISO 9000 and Total Quality: The Relationship
7. Optimizing and Controlling Processes through Statistical Process Control
8. Continual Improvement Methods with Six Sigma, Lean, Lean Six Sigma, and More

Required Material

- Quality Management for Organizational Excellence: Introduction to Total Quality; David L. Goetsch, Stanley Davis, 7th Edition, 2014
- The Management and Control of Quality; James R. Evans, William M. Lindsay; Thomson-Southwestern, 6th Edition, 2005
- Suggested: Six Sigma For Managers, Greg Bruce, McGraw-Hill, 2002
- Additional readings for future sessions will be assigned in class.

Course grade distribution

- Theoretical exam 60%
- Two Mid-term exams 20%
- Team Project Presentation 10%
- Oral exam 10%

Contact

- Office hours (Thursday and Tuesday from 10AM to 2PM)

- E-mail address

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- Course material

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