

BUSM 3062 QUALITY MANAGEMENT

Credit Points 10

Legacy Code 200167

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Description The principles taught in Quality Management underpin the successful management of all business enterprises. Students enrolled in this unit will be introduced to the latest concepts in performance excellence, with a strong emphasis on service quality. Various tools and techniques that support performance excellence are presented, including ISO9000, Six Sigma, and high-performance human resource practices. Contemporary areas covered in this unit involve identifying customers' needs, and involvement in organisational performance which is supported by continuous improvement and organisational learning.

School Business

Discipline Quality Management

Student Contribution Band HECS Band 4 10cp

Check your HECS Band contribution amount via the Fees (https://www.westernsydney.edu.au/currentstudents/current_students/fees/) page.

Level Undergraduate Level 3 subject

Learning Outcomes

On successful completion of this subject, students should be able to:

1. Differentiate the distinguishing characteristics of the total quality management paradigm and understand how this area of management evolved as a competitive solution in today's global market place
2. Define quality in terms of a range of applicable parameters as related to manufacturing and service environment

Subject Content

Differing Perspectives on Quality

Global Supply Chain and International Quality Standards

Strategic Quality Planning

Quality and Innovation in Product and Process Design

Designing Quality Services

Managing Supplier Quality in the Supply Chain

Quality tools (including Six Sigma)

Implementing and Validating Quality Systems

Teaching Periods