Description: Quality Management

<table>
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<tr>
<th>Subject</th>
<th>Cat-Nbr</th>
<th>Class</th>
<th>Term</th>
<th>Mode</th>
<th>Units</th>
<th>Campus</th>
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<td>20163</td>
<td>1, 2003</td>
<td>EXT</td>
<td>1.00</td>
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Academic Group: FOBUS
Academic Org: FOB002
HECS Band: 2
ASCED Code: 080317

STAFFING
Examiner: Latif Al-Hakim
Moderator: Tom Rafferty

PRE-REQUISITES
Pre-requisite: STA2300

SYNOPSIS
This course will cover the importance of quality assurance, quality control and quality improvement to the success of a business, how these functions may be integrated into the business, and the methods and techniques in their application. Students will relate business strategy, benchmarking, reliability and system effectiveness, control charts, human factors and cost management to the overall improvement of quality. Quantitative and qualitative methods will be dealt with where appropriate and will be related to economic and organisational objectives of the business.

OBJECTIVES
On successful completion of this course the student will be able to:
- examine the quality in terms of attributes and variables;
- analyse the relationship between business strategy, business performance and quality management;
- analyse and identify the philosophical basis from which given quality programmes emerge;
- select and apply standard statistical techniques, including control charts and acceptance sampling, to appropriate problems, including control of variation and development processes;
- critically analyse the impact of quality management on organisational structure, HRM policies and organisational activities, with particular emphasis on quality assurance and total quality management;
• evaluate the potential for cost savings through the astute use of quality management
approaches.

TOPICS

Description Weighting (%)  
1. Definition, context, strategy & evolution of quality 15.00  
2. Quality Costs 8.00  
3. System effectiveness 23.00  
4. Process Management 15.00  
5. Quality Assurance 15.00  
6. Total quality management 15.00  
7. Human & Organisational factors 9.00

TEXT and MATERIALS required to be PURCHASED or ACCESSED:
Books can be ordered by fax or telephone. For costs and further details use the 'Book Search' facility at http://bookshop.usq.edu.au by entering the author or title of the text.
Summers, J & Smith, B 2003, Communication skills handbook: How to succeed in written and oral communication, John Wiley & Sons, Brisbane. (revised edition)

REFERENCE MATERIALS
Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.

STUDENT WORKLOAD REQUIREMENTS

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>HOURS</th>
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<tbody>
<tr>
<td>Assessment</td>
<td>15</td>
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<tr>
<td>Directed Study</td>
<td>76</td>
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<td>Private Study</td>
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### ASSESSMENT DETAILS

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks Out of</th>
<th>Wtg (%)</th>
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<th>Due Date</th>
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<tr>
<td>ASSIGNMENT 1</td>
<td>10.00</td>
<td>10.00</td>
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<td>04 Apr 2003</td>
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<td>ASSIGNMENT 2</td>
<td>10.00</td>
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<td>ASSIGNMENT 3</td>
<td>30.00</td>
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<td>3 HOUR EXAMINATION</td>
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<td>50.00</td>
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**NOTES:**

- The examination is scheduled to be held in the end-of-semester examination period. Students will be advised of the official examination date after the timetable has been finalised.

### IMPORTANT ASSESSMENT INFORMATION

1. **Attendance requirements:**
   - If you are an International student in Australia it is a requirement of your student visa that you attend all classes at your campus. For all other students, there are no attendance requirements for this course. However, it is the students' responsibility to study all material provided to them or required to be accessed by them to maximise their chance of meeting the objectives of the course and to be informed of course-related activities and administration.

2. **Requirements for students to complete each assessment item satisfactorily:**
   - To complete the assignments satisfactorily, students must obtain at least 50% of the marks available for the assignments in aggregate. To complete the examination satisfactorily, students must obtain at least 50% of the marks available for the examination.

3. **Penalties for late submission of required work:**
   - If students submit assignments after the due date without prior approval then a penalty of 20% of the total marks available for the assignment will apply for each working day late.

4. **Requirements for student to be awarded a passing grade in the course:**
   - To be assured of receiving a passing grade a student must attempt all of the summative assessment items, achieve an aggregated mark of at least 50% in the total marks allocated for the assignments, achieve at least 50% in the examination, and at least 50% of the available weighted marks for the summative assessment items.

5. **Method used to combine assessment results to attain final grade:**
   - The final grades for students will be assigned on the basis of the weighted aggregate of the marks (or grades) obtained for each of the summative assessment items in the course.

6. **Examination information:**
   - This is a restricted examination. Candidates are allowed access to specific materials during the examination. The only materials that candidates may use in the restricted
examination for this course are: writing materials (non-electronic and free from material which could give the student an unfair advantage in the examination); calculators which cannot hold textual information (students must indicate on their examination paper the make and model of any calculator(s) they use during the examination).

7 Examination period when Deferred/Supplementary examinations will be held:
Any Deferred or Supplementary examinations for this course will be held during the next examination period.

8 University Regulations:
Students should read USQ Regulations 5.1 Definitions, 5.6 Assessment, and 5.10 Academic Misconduct for further information and to avoid actions which might contravene University Regulations. These regulations can be found at the URL: http://www.usq.edu.au/SECARIAT/calendar/Part5/ or in the printed version of the current USQ Handbook. Students should also read The Guide to Policies and Procedures of the Faculty which can be found at the URL: http://www.usq.edu.au/handbook/2003/business/polproc/index.htm or in the printed version of the current USQ Handbook.

ASSESSMENT NOTES

9 Assignments: (i) The due date for an assignment is the date by which a student must despatch the assignment to the USQ. The onus is on the student to provide proof of the despatch date, if requested by the Examiner. (ii) Students must retain a copy of each item submitted for assessment. This must be produced within five days if required by the Examiner. (iii) The Examiner may grant an extension of the due date of an assignment in extenuating circumstances. Students may apply for an assignment extension either by application through the DEC before the due date or by including application with the submitted assignment after the due date. Such applications should be in writing and include supporting documentary evidence. The authority for granting extensions rests with the Examiner.

10 Course Weightings: Course weightings of topics should not be interpreted as applying to the number of marks allocated to questions testing those topics in an examination paper.