



# **QUALITY MANAGEMENT**

INSTITUTE FOR PROFESSIONAL AND EXECUTIVE DEVELOPMENT

United Kingdom

## **UNIT SPECIFICATION**

[www.iped-uk.com](http://www.iped-uk.com)

## Unit Title

Quality Management

## Credit value

The credit value for this unit is 30

30 credits equivalent to 300 hours of teaching and learning  
(10 hours is equivalent to 1 credit)

Guided learning hours (GLH) = 50 hours

GLH includes lectures, tutorials and supervised study. This may vary to suit the needs and requirements of the learner and/or the approved centre of study.

Directed learning = 50 hours: This includes advance reading and preparation, group study, and undertaking research tasks.

Self-managed learning = 200 hours: This includes completing assignments and working through the core and additional reading texts. It also includes personal research reading via other physical and/or electronic resources.



<p>3.0 Understand the contribution of the International Organization for Standardization (ISO) or other similar organization to quality management</p> <p>4.0 Understand the process approach to quality management</p>	<p>Balance Scorecard</p> <p>3.1 Examine the contribution of ISO or other similar organization to quality management worldwide</p> <p>3.2 Describe relevant ISO standards for respective industries or sectors</p> <p>4.1 Differentiate between the functional approach and process approach to quality management</p> <p>4.2 Give an account on business process reengineering and examine its significance in an organization</p> <p>4.3 Give an account on the process management principles and apply them to the management of quality in an organization</p> <p>4.4 Give an account on the characteristics of a process and examine how this relates to quality management</p> <p>4.5 Give an account on how a process based management system can be developed</p> <p>4.6 Evaluate the importance of a process based management system</p>
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## Recommended learning resources

<b>Indicative reading</b>	<p>David Hoyle, 2007. Quality Management Essentials, 1st Edition: Elsevier Limited USA. ISBN 9780750667869</p> <p><u>Other recommended resources:</u> Total Quality Management (TQM: Text with cases) by John Oakland (2003). ISBN 978-0750657402</p> <p>Other credible online resources and publications relevant to the subject matter</p>
<b>Learning Aid</b>	<ul style="list-style-type: none"><li>• A comprehensive IPED study material is available to aid in learning and research of this unit.</li><li>• We supply IPED course materials free of charge. Our study materials, which offer quick learning start, are comprehensive, use simple English, and are easy to read and understand. The contents are so sufficient and self-explanatory; that in majority of cases readers do not require further support; although support is always available when you need it.</li></ul>