

Award in Quality Management

LW/M/017

Contact Hours: 50**Placement Hours:** -**Self Study Hours:** 190**Assessment Hours:** 10**Total Learning Hours:** 250

COURSE DESCRIPTION

This course introduces learners to the fundamentals of quality management. It allows them to appreciate the importance of overseeing all activities and tasks within organisation to ensure that they are conducted with maximum efficiency and to a level of excellence. Furthermore, this module allows them to understand the principles of conducting quality assurance and planning, as well as control and improvement within organisations.

Competences:

1. Carry out design, implementation, monitoring and controlling of quality plans under supervision of top management within organisations;
2. Implement effective critical thinking and problem solving techniques when it comes to decision making;
3. Manage change both on an individual, a team or an organisational basis.

DURATION: 10 weeks**CREDIT VALUE:** 10 ECTS

MODE OF TRAINING: Learners shall be subject to interactive and intellectual discussions with assigned tutor which is an expert within the field of what is being researched. In this particular module learners however are expected to be rather autonomous in conducting, analysing and presenting research with minimal contact hours with supervisor.

ASSESSMENT: Presentation (30%), Assignment (70%)

LEARNING OUTCOMES

By the end of the course, students will be able to:

- Understand and analyse the history and evolution of Quality Management
- Apply critically the Principles of Total Quality Management;
- Explain and interpret the different models of quality management;
- Formulate what are the skills and characteristics of quality leaders and the role of quality leaders for the success of the organization
- Interpret critically the role, needs, demands, of the customer in TQM in order to determine customer satisfaction.
- Critically review the involvement of the employee in TQM applying principles of motivation, practice employee empowerment leading to performance appraisals.
- Evaluate the basic concepts of performance measures including cost of quality, applying criteria for performance excellence.
- Demonstrate in-depth understanding of Total Quality Management and its role within the success of an organisation;
- Show knowledge of the implementation of quality planning and quality control within organisations;
- Exhibit sound understanding of the characteristics of an effective quality leader;
- Use different models of TQM at the workplace.

LECTURER: Mr Konrad Cassar Naudi



ENTRY REQUIREMENTS

- Be in possession of Minimum Level 4 certification from a recognised local or foreign awarding body or A-level standard of education,
- MQF Level 5 (60 ECTS) Diploma in Leadership and Management or an Equivalent qualification at MQF Level 5 in a Business and Management related field.
- Candidates may apply for recognition for prior learning (PRL) for up to 50% of the total ECTSs for this programme as per MFHEA's guidelines.
- Have at least 5 years' experience in a management position. Preference will be given to those applicants who have work experience in the area of study.

- Have a good command of oral and written communication in English with a level of proficiency in English equivalent to at least IELTS Level 6.a

FUNDING

Applicants may get up to 70% of the fee back through the Get Qualified Scheme.

PART-TIME

Lectures are held twice a week in the afternoon on a part-time basis.