

Ministry of Higher Education and Scientific Research

Supervision and Scientific Evaluation Body

Department of Quality Assurance and Academic Accreditation



Course Description Form

Description Course	Quality Management
--------------------	--------------------

This course description provides a brief summary of the most important characteristics of the course and the learning outcomes expected of the student to achieve, demonstrating whether he has made maximum use of the available learning opportunities. These characteristics have to be matched with the description of the program.

1. Educational Institution	Shatt Al-Arab University College 
2. Department / Center	Business Administration
3. Course Title /Code	Quality Management
4. Lecturer Name	Ass Prof Abdula K. Mohammed
5. Type of Teaching	Attendance Class
6. Academic Year /Term	Second Semester – Stage (4)
7. Total No. of Teaching Hours	45

8. Date of Preparing this Course
Description

2-10-2022

9. Course Objectives

a. Providing students with the most important principles and basics of (Quality Management)
b. Teaching students how to apply (Quality Management)
c. Providing graduates with the necessary knowledge on (Quality Management)
d. Improving the administrative skills in the field of (Quality Management)
e. Providing graduates with the skills of education and creative learning.

10. Course Output, Methodology and Evaluation

(A) Cognitive Objectives

a. Enabling students to acquire knowledge and the art of (Quality Management)
b. Acquainting students with how to promote their personal knowledge.
c. Helping students to acquire knowledge in the art of I T (Quality Management)
d. Enabling students to sharpen their skills in the dynamic work environment.
e. Enabling students to invest their scientific abilities in their working place in the scope of (Quality Management)
f. Helping students to get the necessary knowledge to solve problems (Quality Management)

(B) Skill Objectives Related to the Program:

a. Scientific Skills
b. Leadership Skills
c. Skills Related to Administrative Work Challenges

Methods of Teaching and Learning

a. Using already- prepared lectures.
b. Using up-to-date data shows.
c. Homework
d. Adopting group discussions.

Methods of Evaluation

a. Oral tests
b. Monthly tests
c. Daily quizzes
d. Students' Regular Attendance

(C) Sentimental and Value Objectives

a. Realizing ethical objectives.

b. Commitment to university traditions.
c. Compliance with the University Instructions and the Ministry Regulations.
d. Promoting students' personal abilities in educational scopes and how to behave well with others.

Methods of Teaching and Learning

a. Lectures on university instructions.
b. Educational guidance lectures.
c. Continuous directing.
d. Visiting State and private institutions.
e. Showing practical cases.

Methods of Evaluation

a. Daily quizzes.
b. Classroom discussions and commitment to ethics and sublime values.

c. Special marks for class activities.

d. Monthly and quarterly evaluation.

D) General and Qualitative Skills (other skills related to the ability of employment and personal development)

a. Enabling students to acquire the skill and art of (Quality Management)

b. Enabling students to apply creative thinking in (Quality Management)

c. Enabling students to use modern methods of analysis and conclusions.

d. Enabling students on (Quality Management)

11. Course Structure

Week	No of Hours	Required Learning Output	Title of Subject	Teaching Method	Evaluation
1	3	student understands the subject	The concept of quality management and its stages of development	<ul style="list-style-type: none"> - lectures - case study -discussions 	<ul style="list-style-type: none"> - oral tests -questions
2	3	student understands the subject	Principles of quality management and its function	<ul style="list-style-type: none"> - lectures - case study -discussions 	<ul style="list-style-type: none"> - oral tests -questions
3	3	student understands the subject	Basic requirement for a successful quality management	<ul style="list-style-type: none"> - lectures - case study -discussions 	<ul style="list-style-type: none"> - oral tests -questions
4	3	student understands the subject	Iso 9000 , 9001 , 9002 , 9004	<ul style="list-style-type: none"> - lectures - case study -discussions 	<ul style="list-style-type: none"> - oral tests -questions
5	3	student understands the subject	The importance of implementing the iso 9000	<ul style="list-style-type: none"> - lectures - case study -discussions 	<ul style="list-style-type: none"> - oral tests -questions

6	3	student understands the subject	Difficulties facing the implementation of quality management system	<ul style="list-style-type: none"> - lectures - case study -discussions 	<ul style="list-style-type: none"> - oral tests -questions
7	3	student understands the subject	Quality rings and definition of quality rings	<ul style="list-style-type: none"> - lectures - case study -discussions 	<ul style="list-style-type: none"> - oral tests -questions
8	3	student understands the subject	Benefits of quality rings	<ul style="list-style-type: none"> - lectures - case study -discussions 	<ul style="list-style-type: none"> - oral tests -questions
9	3	student understands the subject	What is the meaning by brainstorming	<ul style="list-style-type: none"> - lectures - case study -discussions 	<ul style="list-style-type: none"> - oral tests -questions
10	3	student understands the subject	What is the meaning by Kaizen – Boka yoke -	<ul style="list-style-type: none"> - lectures - case study -discussions 	<ul style="list-style-type: none"> - oral tests -questions

11	3	student understands the subject	What is the meaning by 5 s – Pareto chart	– lectures – case study –discussions	– oral tests –questions
12	3	student understands the subject	Statistical quality control	– lectures – case study –discussions	– oral tests –questions
13	3	student understands the subject	Cost of quality-	– lectures – case study –discussions	– oral tests –questions
14	3	student understands the subject	Benchmark	– lectures – case study –discussions	– oral tests –questions
15	3	student understands the subject	Iso 14000	– lectures – case study –discussions	– oral tests –questions

12. Infrastructure

a. Textbooks	Total Quantitative Management by Prof Dr. Muslem Alwi
b. References	
c. Recommended books and periodicals (journals, reports, etc.)	
d. Electronic references, internet websites, etc	

13. The Plan of Improving the Course

a. Studying labor market needs.
b. Be informed of the experiences of other countries in the field of (Quality Management)
c. Be informed of research work published in national and international journals in the field of Principles of (Quality Management)