

**SYLLABUS**

# **Quality Management - Values, methodologies and tools: Introduction course 7.5 credits K0012N**

**Kvalitetsutveckling - värderingar, arbetssätt och verktyg: Grundkurs**

**Course syllabus admitted: Autumn 2023 Sp 1 - Present**

**DECISION DATE  
2023-02-15**

# Quality Management - Values, methodologies and tools: Introduction course 7.5 credits K0012N

## Kvalitetsutveckling - värderingar, arbetssätt och verktyg: Grundkurs

### First cycle, K0012N

Education level	Grade scale	Subject	Subject group (SCB)
First cycle	U G#	Kvalitetsteknik	Industrial Engineering and Management

## Entry requirements

In order to meet the general entry requirements for first cycle studies you must have successfully completed upper secondary education and documented skills in English language

## Selection

The selection is based on final school grades or Swedish Scholastic Aptitude Test.

## Course Aim

After the course, the student should be able to:

- Describe the background and history of today's view upon quality work.
- Use their knowledge about Total Quality Management - including for example customer focus, process management and continuous improvements - in their own business or place of work.
- Understand the terminology and structure of the standard ISO 9000 and explain how a quality management system can be implemented, audited and kept up to date.
- Use methods and tools to ensure the desired level of quality, take preventive actions and work with continuous improvement.

## Contents

The quality concept, quality strategies and the development of quality philosophy will be studied. Furthermore, Design quality, production quality, service quality, ISO 9000, and leadership for quality are discussed.

## Realization

Each course occasion's language and form is stated and appear on the course page on Luleå University of Technology's website.

The students will be working individually as well as in groups with assignments connected to the course literature, the web material and their own experiences. Communication mainly through the Internet.

## Examination

If there is a decision on special educational support, in accordance with the Guideline Student's rights and obligations at Luleå University of Technology, an adapted or alternative form of examination can be provided. Individual assignments, group assignments and individual written exam from home.

## Unauthorized aids during exams and assessments

If a student, by using unauthorized aids, tries to mislead during an exam or when a study performance is to be assessed, disciplinary measures may be taken. The term “unauthorized aids” refers to aids that the teacher has not previously specified as permissible aids and that may assist in solving the examination task. This means that all aids not specified as permissible are prohibited. The Swedish version has interpretative precedence in the event of a conflict.

## Remarks

Students must register for the courses themselves, or contact ETKS educational administration [eduetks@ltu.se](mailto:eduetks@ltu.se), not later than three days after the quarter commences. Failure to do so can result in the place being lost. This rule also applies to students with a guaranteed place.

## Overlap

The course K0012N is equal to K0007N

## Course offered by

Department of Social Sciences, Technology and Arts

## Modules

Code	Description	Grade scale	Cr	Status	From period	Title
0003	Individual and group assignments	U G#	6	Mandatory	A23	
0004	Home exam	U G#	1.5	Mandatory	A23	

## Study guidance

Study guidance for the course is to be found in our learning platform Canvas before the course starts. Students applying for single subject courses get more information in the Welcome letter. You will find the learning platform via My LTU.

## Last revised

by Director of Undergraduate Studies Daniel Örtqvist, Department of Business Administration, Technology and Social Sciences 2023-02-15

## Syllabus established

by Department of Business Administration and Social Sciences 2007-12-17