

SYLLABUS

Quality Management - Values, methodologies and tools: Continuation course 7.5 credits K0015N

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

Course syllabus admitted: Spring 2018 Sp 3 - Spring 2019 Sp 4

**DECISION DATE
2017-06-16**

Quality Management - Values, methodologies and tools: Continuation course 7.5 credits K0015N

Kvalitetsutveckling - värderingar, arbetssätt och verktyg: Fortsättningskurs

First cycle, K0015N

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 + Mathematics 2a/2b/2c (specifik entry A7).

Or:

Mathematics B (specifik entry 7)

Selection

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

Examiner

Rickard Garvare

Course Aim

After the course, the student should have acquired abilities to:

- Provide examples of relations between theory and practice in quality work
- Describe principles and models for communication, management and sustainability in quality work
- Explain how a holistic view on the organization facilitates change and improvement
- Illustrate areas of application for the knowledge obtained regarding quality work
- provide knowledge of modern values, techniques, and methods in the continuous work for higher quality of goods and services.
- Describe principles for integration of work related to quality, environment and working environment
- Describe connections between Quality management and Sustainable development.

Contents

The course includes theory and tools for management and communication, service quality, Gap analysis, customer orientation, surveys and data analysis, processes and process orientation, continuous improvement, Six Sigma and relations between quality, environment and working environment.

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 in groups or individually with assignments connected to the course literature, the web material and their own experiences. Communication between students and teachers is mainly through the Internet. There are no IRL-meetings and the work is mainly built upon a case, which is reflecting real situations in an organization.

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. The course aims are examined via compulsory turn-in assignments (group assignments or individual assignments) and an individual written exam. To pass the student must demonstrate that the course aims have been achieved.

Remarks

Students must register for the courses themselves, or contact ETKS educational administration 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 K0015N is equal to K0008N

Literature. Valid from Autumn 2013 Sp 1

Ordinary literature (required):

- Bergman, B. & Klefsjö, B. (2012). Kvalitet från behov till användning. Fifth edition.
- Edvardsson, B. et al. (1998). Mätning av tjänstekvalitet i praktiken.

Reference literature (not required, but recommended):

- Ljungberg, A. & Larsson, E. (2001). Processbaserad verksamhetsutveckling.

Web material (access via login):

- Kvalitet – en integrerad helhetssyn, fördjupning.

Literature might be added.

Course offered by

Department of Business Administration, Technology and Social Sciences

Items/credits

Number	Type	Credits	Grade
0001	Individual and group work	6	U G#
0002	Compulsory assignments	1.5	U G#

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 2017-06-16

Syllabus established

by Institutionen för Industriell ekonomi och samhällsvetenskap 2007-12-17