COURSE OUTLINE

1. GENERAL INFORMATION

SCHOOL	MARITIME AND INDUSTRIAL STUDIES
DEPARTMENT	INDUSTRIAL MANAGEMENT AND TECHNOLOGY
LEVEL OF STUDY	UNDERGRADUATE

COURSE UNIT CODE	ΤΕΠΑΡ24	**SEMESTER OF STUDY**	7

COURSE TITLE	TOTAL QUALITY MANAGEMENT (ELECTIVE COURSE)

INDEPENDENT TEACHING ACTIVITIES *in case in which credits are awarded for separate components/parts of the course, e.g. in lectures, laboratory exercises, etc. If credits are awarded for the whole of the course, give the weekly teaching hours and the total credits*	**WEEKLY TEACHING HOURS**	**CREDITS**
Lectures, Project		5.5
Add rows if necessary. The organization of teaching and the teaching methods used are described in detail at section 4.		

COURSE TYPE *general background, special background, specialized general knowledge, skills development*	Special background
PREREQUISITE COURSES:	None
LANGUAGE OF INSTRUCTION and EXAMINATION/ASSESSMENT:	Greek / English (in ERASMUS class)
THE COURSE IS OFFERED TO ERASMUS STUDENTS	Yes
COURSE WEBSITE (URL)	https://eclass.unipi.gr/courses/BDT247/

2. LEARNING OUTCOMES

LEARNING OUTCOMES *The course learning outcomes, specific knowledge, skills and competences of an appropriate (certain) level, which students will acquire upon successful completion of the course, are described in detail. It is necessary to consult:* *APPENDIX A*   *Description of the level of learning outcomes for each qualifications' cycle, according to the European Higher Education Area's Qualification Framework.*   *Descriptors for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and APPENDIX B*   *Guidelines for writing Learning Outcomes*
This course provides students with knowledge on the concepts, methods and characteristics of Total Quality Management (TQM). The course presents the history of TQM, analyses the concept of quality kai highlights the role of leadership, human resources and education in the business strategy. Upon successful completion of the course, students will be able to: - Understand the significance of TQM for any business   - Deal with TQM strategic planning   - Demonstrate knowledge on the basic operations used for achieving the continuous quality improvement process   - Understand the role of leadership in TQM   - Understand the role of education in TQM   - Understand the different expressions of the quality concept used to highlight the quality parameters in products and services   - Demonstrate skills on TQM tools and on the methods/techniques used to measure

quality
- Understand the broad business environment according to TQM principles (suppliers, society, environment, state, customers, employees, …)
- Design and manage quality assurance systems and certification and accreditation projects

General Competences
Taking into consideration the general competences that students/graduates must acquire (as those are described in the Diploma Supplement and are mentioned below), at which of the following does the course attendance aims

Search for, analysis and synthesis of data and information, by the use of technologies that are necessary according the case
Adapting to new situations
Decision-making
Independent work
Team work
Working in an international environment
Working in an interdisciplinary environment
Introduction of innovative research

Project planning and management
Respect for difference and multiculturalism
Environmental awareness
Social, professional and ethical responsibility and sensitivity to gender issues
Critical consciousness, criticism and self-criticism
Development of free, creative and inductive thinking

- Search for, analysis and synthesis of data and information, by the use of technologies that are necessary according the case
- Adapting to new situations
- Decision-making
- Independent work
- Working in an international environment (ERASMUS)
- Working in an interdisciplinary environment (ERASMUS)
- Respect for difference and multiculturalism
- Environmental awareness
- Social, professional and ethical responsibility and sensitivity to gender issues
- Critical consciousness, criticism and self-criticism
- Development of free, creative and inductive thinking

2. COURSE CONTENT

The course covers the following topics:
- Introductory concepts and Definitions
- History of TQM
- Critical contribution to modern developments
- The economic dimension of quality
- Tools & techniques for continuous improvement
- Quality management systems
- The European model for Business Excellence
- The common evaluation framework
- Business Performance - Performance Evaluation Frameworks, Leadership according toTotal Quality Management, Partnerships Cooperations, Corporate Social Responsibility

In addition, selected case studies from bibliography and videos are presented and real business issues are discussed, while students participate in team projects and exercises. Also, articles, audiovisual lecture material, web addresses, useful information, case studies and exercises are posted at eclass.

3. TEACHING METHODS - ASSESSMENT

TEACHING MODE *Face-to-face, in-class lecturing, on distance teaching and distance learning etc.*	In-class lecturing

USE OF INFORMATION AND COMMUNICATION TECHNOLOGY *Use of ICT in Teaching, Laboratory Education, Communication with students*	**Teaching:** Lectures with audiovisual media, support of the learning process through the eclass platform **Communication with students:** face-to-face at office hours, email, eclass	
COURSE DESIGN *Description of teaching techniques, practices and methods:* *Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, clinical practice, Art Workshop, Interactive teaching, Educational visits, project, Essay writing, Artistic creativity, etc.* *The study hours for each learning activity as well as the hours of non- directed study are given according to the principles of the ECTS*	*Activity / Method*	*Semester Workload*
	Lectures	52
	Case studies / Exercises	42
	Project (essay)	20
	Self-study of lecture material and case studies	21
	Counselling	0.5
	Exams (written)	2
	Course Total	*137.5*
STUDENT PERFORMANCE EVALUATION/ASSESSMENT METHODS *Detailed description of the evaluation procedures:* *Language of evaluation, assessment methods, formative or summative (conclusive), multiple choice questionnaires, short- answer questions, open-ended questions, problem solving, written work, Essay/report, oral exam, public presentation, laboratory work, art interpretation, other……etc* *Evaluation criteria are specifically defined and given as well as if and where they are reported and accessible to students.*	**Language of exams:** Greek / English (in ERASMUS class) **Assessment Methods:** After the last lecture, the exam material is posted at eclass. The final course grade is formed as follows: • By the project (30%) • By the written exams (70%) taken in the examination period of the spring semester and, in case of failure, in the September resits The written examination includes problem solving/exercises, short-answer and open-ended questions. It is conducted with closed books. The evaluation of students with special learning difficulties in writing and reading (as certified and qualified by a competent institution) is performed according to the relevant procedure decided by the Department Assembly. **Notification of the Assessment Criteria:** The evaluation criteria are made known during the first lecture and are clearly stated on the course website and e-class. The answers to the exam questions are posted at eclass after the exam date. Students have the opportunity to discuss their exam paper with the course instructor (at the posted office hours) after the announcement of the course grades.	

4. SUGGESTED BIBLIOGRAPHY

-Suggested Bibliography :
- Book [59374080]: Management and Control of Quality [in Greek], N.P. Blessios
- Book [22706150]: Total Quality Management [in Greek], V. N. Kefis.
- Book [94644185]: Management & Control of Quality, JAMER R. EVANS, WILLIAM M. LINDSAY

-Scientific Journals:
- Common Evaluation Framework (2007)
- Guide to Common Evaluation Framework

-Lecture Notes