

## SYLLYBUS

(Attached to the Circular No. 03/2017/TT-LDTBXH dated March 1st, 2017 of the Ministry of Labor, War invalids and Social Affairs)

**Course title: Quality management**

**Course code:**Module 20

**Execution time:** 60 hours (Theory: 30 hours; Practice, Experiment, Discussion, Exercise: 25 hours; Exam 5 hours)

### I. Situation and Property of Subject

- **Situation:** Quality management in the group of specialized courses are arranged teaching after basic subjects such as Management and Enterprise Administration

- **Property:** Quality management is a obligatory major subject which supports for major subjects of Business Administration. The practicality of this subject is combining theory and practice with ISO quality management system and all of quality management systems applying in Viet Nam such as: BSI, 6 sigma...

### II. Targets

- **Knowleges:**

+ Confirming some concepts, the role of quality, the product quality and the principles of modern quality management, applying in practical work, daily life to achieve targets and limit errors.

+ Presenting knowleges of service quality management, comprehensive quality management, quality management system according to ISO 9000.

+ Understanding requirements of the basic quality management system- ISO 9001: 2008. Thence, it is easy to access to other management systems such as 5S, ISO 14000; OHSAS 18000; SA 8000; HACCP; TQM ...

- **Skills:**

+ Analyzing the components of quality cost and the meaning of quality cost

+ Using four tools of quality management.

+ Making a process for performing simple work according to ISO form

- **Self- capacity and responsibility:**

+ Working independently or work in groups, performing quality management according to the process of the enterprises

+ Instructing and supervising other people to perform the task of managing product quality and service quality; taking personal responsibility for the Enterprise.

+ Evaluating the product quality according to the applicable business process.

### III. Module contents:

1. The general contents and time division

Items	Name of Units	Thời gian (giờ)			
		Total	Theory	Practise	Test
1	Introductory	1	1		
2	Unit 1: The general of Quality	7	6	1	
3	Unit 2: Quality management	16	7	8	1
4	Unit 3: Quality evaluation	16	7	8	1
5	Unit 4: Quality management system in ISO 9000 standard	16	7	8	1
6	Review	2	2		
7	Exam	2			2
	<b>Total</b>	60	30	25	5

## 2. Detail contents

Introductory Time: 1 hour

### **Unit 1: THE GENERAL OF QUALITY**

Time: 7 hours

#### 1. Targets

- Presenting the concepts and characters of quality; forming quality process
- Analyzing the factors affecting quality
- Explaining the meaning and the role of quality cost and economic quality of a product.
- Analyzing the components of quality cost and the meaning of quality cost.

#### 2. Contents

##### 1.1. Quality

###### 1.1.1 The concept of quality

###### 1.1.2 The character of quality

##### 1.2. Forming quality process

##### 1.3. The factors affecting quality

###### 1.3.1. The external factors of Enterprises

###### 1.3.2. The internal factors of Enterprises

##### 1.4. The cost of quality

###### 1.4.1. The cost of prevention

###### 1.4.2. The cost of check and evaluation

###### 1.4.3. The cost of mistake

#### 3. Discussion: The external factors affecting the quality and services products of each enterprise

#### 4. Practise

### **Unit 2: QUALITY MANAGEMENT**

Time: 16 hours

#### 1. Targets

- Presenting the forming of quality management process.
- Analyzing the experience lessons of quality management and evaluating total quality based on evaluated criterias or fluctuations.
- Describing the methods of quality management.
- Distinguishing the concepts of service quality management, the service activities, the characters of the service and the service trades.
- Presenting the service quality and the service quality management activities, concepts, targets, tasks, functions, principles and the characters of Total quality management.

#### 2. Contents

##### 2.1. The general of quality management

###### 2.1.1. Development process and the experience lessons in quality management.

###### 2.1.1.1. The history of quality management development process.

###### 2.1.1.2. The experience lessons in quality management.

##### 2.1.2. Methods of quality management

###### 2.1.2.1. Product quality check

###### 2.1.2.2. Quality Control

###### 2.1.2.3. Quality Assurance

###### 2.1.2.4. Advanced quality management systems

###### 2.1.2.5. Total quality management system (TQM)

- 2.1.2.6. 6 sigma system
- 2.2. Service quality management
  - 2.2.1. Services
    - 2.2.1.1. Concepts
    - 2.2.1.2. Service Classification
    - 2.2.1.3. Characters of services and the service trade
  - 2.2.2. Service quality
    - 2.2.2.1. Concepts of service quality
      - 2.2.2.2. Criterion reflecting service quality
      - 2.2.2.3. Measurement of service quality.
  - 2.2.3. Service quality management
    - 2.2.3.1. Concepts and Contents
    - 2.2.3.2. Strategies and Methods in Service quality management
- 2.3. Total quality management (TQM)
  - 2.3.1 The general of Total quality management
  - 2.3.2. Performing Total quality management in the organization
    - 2.3.2.1. Evaluating based on evaluated criterias
    - 2.3.2.2. Evaluating based on fluctuations
- 3. Exercises: Measurement of service quality; Total quality management
- 4. Tests: Methods in Service quality management, Product quality

### **UNIT 3: ĐÁNH GIÁ CHẤT LƯỢNG (QUALITY EVALUATION)**

Time: 16 hours

#### 1. Targets

- Performing the object and requirement of quality evaluation
- Explaining the difference between methods of quality measurement
- Using seven tools of quality management
- Solving some evaluations in quality management

#### 2. Contents

- 3.1. Common characters
  - 3.1.1. Concepts
  - 3.1.2. Check, Evaluation of quality management systems
  - 3.1.3. Requirement for checking
- 3.2. Methods in Measurement of product quality
  - 3.2.1. Laboratory methods
  - 3.2.2. Sensory methods
  - 3.2.3. Professional methods
- 3.3. Quantify some quality criterion
  - 3.3.1. Quality factor. ( $K_a$ )
  - 3.3.2. Determine the level of quality ( $M_Q$ )
  - 3.3.3. Quality level ( $T_C$ )
  - 3.3.4. Total quality of product ( $Q_T$ )
- 3.4. Common measurement tools
  - 3.4.1. Checklist
  - 3.4.2. Pareto diagram
  - 3.4.3. Cause and effect diagram
  - 3.4.4. Flowchart
  - 3.4.5. Arrow diagram (Gantt)
  - 3.4.6. Frequency distribution chart

3. Exercises: methods of measuring quality
4. Tests: tools of measuring quality milk product

#### **UNIT 4: ISO QUALITY MANAGEMENT SYSTEMS**

Time: 16 hours

##### 1. Targets

- Analyzing the benefits of applying quality management systems
- Making a process for performing simple work according to ISO form.

##### 2. Contents

- 4.1. Quality management system
- 4.2 ISO 9000 quality management systems.
  - 4.2.1. International Standardization Organization (ISO)
  - 4.2.2. What's ISO 9000
  - 4.2.3. Cases for application ISO 9000
  - 4.2.4. Current ISO versions

3. Exercises: methods of measuring quality
4. Tests: tools of measuring quality milk product

#### **IV. Conditions for implementing the subject:**

1. Class room: The theoretical classroom have a capacity of 40 students.
2. Equipment and machines: Projector, Computer,
3. Other conditions: cool room, enough light, blower, clean hygiene.

#### **V. Nội dung và phương pháp, đánh giá:**

##### 1. Contents

- Knowleges
  - + Confirming some concepts the role of quality, quality product, quality management
  - + Analyzing Total quality management, ISO 9000 quality management system
  - + Understanding ISO quality management process.
- Skills
  - + Analyze mean of quality cost
  - + Using four tools for quality management
  - + Making a process for performing simple work according to ISO form.
- Self- capacity and responsibility.
  - + Being confident when performing the quality management of the agency.
  - + Indicating personal responsibility with the agency in testing, supervising quality management process.

##### 2. Methods

Combining many teaching methods. It is mainly discussing and assigning students to research in real

##### 3. Evaluations

###### 3.1. Form:

- Group work: Group report and presentation: 30%
- Individual assignments: 10%
- Final examination: 60%
- Total: 100% (10 points).

###### 3.2. Evaluation for learning outcomes

- Students must attend at least 70% class periods (11/15 sessions)
- Test, course evaluation as prescribed.

###### 3.3. Final examination:

###### 3.3.1. Time: 90 minutes

3.3.2. Form: Written test

3.3.3. Students are using the document

3.3.4. Final exam include 3 question

## **VI. Implementation guidance for Module:**

1. The subject program is used to teach at the vocational college level. The total duration of the module is 60 hours.

2. Teaching methods, studying and notes:

- For lectures:

+ Organise learning and teaching with clarity, efficiency, and fairness.

+ Classroom sessions: Text book and article-based teaching and discussions, a series of class exercises.

+ The course teaching methodologies will be composed of lectures, practical exercises, homework assignments and a group project.

+ The content combines practical and theoretical, teaching these foreign content basic knowledge of 4 units, lectures must be knowledgeable about the actual quality management. Lectures need to consult the documents on the internet, book, magazine..., the quality management program of the enterprise application on the market today.

- For students:

+ Review all the learning objectives thoroughly.

+ The students will be had two homework: 1 individual and 1 assignments and a group project.

+ Organize yourselves into groups of 5-6 in order to do the group assignments and project.

+ Students can propose and get the consent of the lecturer to write the subject matter.

+ Final students report and presentation about the group assignments and project.

3. References:

- Authors (2014) – Quality management textbooks – Statistical publisher. (Nhiều tác giả (2014) - Giáo trình Quản lý chất lượng – NXB Thống kê.)
- Professor Nguyen Quang Toan (1996), TQM and ISO 9000, – Statistical publisher. (GS. Nguyễn Quang Toàn (1996), TQM và ISO 9000, Nhà xuất bản Thống kê)
- Jonh S.Oakland (1994), Total quality management, Statistical publisher. –
- Business edge (2010)
- ISO 9001:2000 Quality Management System Design-Jay Schlickman.(2003)
- TCVN ISO 9000:2005 và TCVN 9001:2008; TCVN 9001:2015.
- Quality management in the organization –Dr. Ta Thi Kieu An- Statistical publisher.
- TLGD Quản trị chất lượng, Lê Thị Khánh Duy và Tống Văn Thắng

4. Note:

**HEAD OF DEPARTMENT**

**LECTURERS**

**Danh Thi Hoang Oanh**