

COURSE OUTLINE

1. GENERAL

SCHOOL	ENGINEERING		
DEPARTMENT	PRODUCT AND SYSTEMS DESIGN ENGINEERING		
LEVEL OF STUDIES	Undergraduate		
COURSE CODE	4305	SEMESTER	8th
COURSE TITLE	Total Quality Management		
INDEPENDENT TEACHING ACTIVITIES <i>if credits are awarded for separate components of the course, e.g. lectures, laboratory exercises, etc. If the credits are awarded for the whole of the course, give the weekly teaching hours and the total credits</i>		WEEKLY TEACHING HOURS	CREDITS
Lectures		3	6
<i>Add rows if necessary. The organisation of teaching and the teaching methods used are described in detail at (d).</i>			
COURSE TYPE <i>general background, special background, specialised general knowledge, skills development</i>	Scientific area		
PREREQUISITE COURSES:	NONE		
LANGUAGE OF INSTRUCTION and EXAMINATIONS:	GREEK/ENGLISH		
COURSE DELIVERED TO ERASMUS STUDENTS	YES		
MODULE WEB PAGE (URL)	https://eclass.uowm.gr/		

2. LEARNING OUTCOMES

Learning outcomes
<p>In recent decades, quality is the most important variable of competitiveness, since in combination with price it determines the value that the customer buys. In this course the student has the opportunity to get acquainted with the basic concepts of Total Quality Management, quality assurance-management systems, the standards of the series ISO 9000, ISO 14000 and HACCP, the application of the principles of Total Quality in Greek companies, the most important quality improvement techniques, customer satisfaction indicators, benchmarking.</p> <p>On successful completion of this module the learner will be able to:</p> <ol style="list-style-type: none"> 1. Knows the basic concepts of total quality management. 2. Understands quality assurance systems 3. Applies ISO and HACCP standards 4. Calculates quality indicators 5. Analyzes comparative standardization - evaluation
General Skills
<p>Upon successful completion of the program students will:</p> <ul style="list-style-type: none"> • have the theoretical and practical background on the field of product and systems design engineering and the corresponding profession. • utilize scientific knowledge to understand, analyze and solve problems. • apply a wide range of scientific and technical knowledge concerning the design and development of products and systems.

3. COURSE CONTENTS

- Basic concepts of Total Quality Management,
- Quality assurance-management systems,
- Standards of ISO 9000, ISO 14000 and HACCP series, other standards,
- Application of Total Quality in Greek companies and the public sector,
- Quality and innovation,
- Quality improvement techniques,
- Customer satisfaction indicators,
- Total quality management and redesign of business processes, Benchmarking.

4. TEACHING METHODS - ASSESSMENT

MODE OF DELIVERY	In class, face to face	
USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY	<ul style="list-style-type: none">• Video and slide presentations via projector• Support of teaching process via the electronic platform e-class• Communication with students.	
TEACHING METHODS	Activity	Semester workload
	Lectures	90
	Non-directed study	60
	Course total	150
ASSESSMENT METHODS	Final written exam which includes: <ul style="list-style-type: none">i. Short-answer questionsii. Multiple choice questionsiii. Problem solving	

5. ATTACHED

- *Suggested bibliography:*

- Κέφης Ν. Βασίλειος, Διοίκηση Ολικής Ποιότητας, Εκδόσεις Κριτική, ISBN: 9789602187777
- Μπουραντάς Δημήτρης: Μάνατζμεντ, Θεωρητικό Υπόβαθρο - Σύγχρονες Πρακτικές. Εκδόσεις Γ. Μπένου, ISBN: 978-960-8249-23-3.