

USM30G - Quality Management Principles and Tools

Présentation

Prérequis

Master in Management MIM M1

Objectifs pédagogiques

The lectures will help apprehending quality management and intend to provide participants with the **basics of a quality process**, an **understanding of principles, tools** and main elements to apply in their own business environment.

Compétences

Skills to be acquired

At the end of this course, students will be able to carry out different approaches based on reasoning, standards and tools to :

- Diagnose their situation,
- Build key processes,
- Propose beneficial orientations,
- Rely on a facilitating governance,
- Implement procedures adapted to the requirements and risks incurred,
- Analyze its perceived and measured results,
- Identify opportunities for improvement

Programme

Contenu

Concepts

- Quality Definitions & Historic Development (pioneers contribution)
- Key Elements of Total Quality
- Relationship between Quality & Competitiveness

Quality Culture

- Quality Culture vs. Traditional Cultures
- Activating and Facilitating the Change
- Establishing and Maintaining a Quality Culture

The Customer Focus

- Understanding Customer-Defined Quality
- Identifying Customer Needs
- Communicating with Customers
- Customer Satisfaction Process
- Customer Loyalty Model

ISO9000

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Code : USM30G

Unité spécifique de type cours
4 crédits

Responsabilité nationale :
EPN15 - Stratégies / 1

Contact national :

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- Definition & Principles
- The Benefits for the organization
- ISO9000 vs. Total Quality

Tools & Techniques

- The 7 Basic Tools
- The Quality Circle Methodology

Modalités de validation

- Contrôle continu

Description des modalités de validation

Achievement assessed by continuous assessment

Bibliographie

Titre	Auteur(s)
Quality Management for Organizational Excellence	GOETSCH L.; DAVIS B.S.
The Quality Toolbox	TANGUE R.N.