MGMT19105 *Quality Management*

Term 2 - 2017

Profile information current as at 12/10/2024 06:12 pm

All details in this unit profile for MGMT19105 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student).The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview

This unit provides an overview of all quality dimensions and elements in regards to production of goods and services. It focuses on the theories of quality management and principles of total quality management in a practical real world setting. This unit discusses the importance of global perspectives of competition, customer satisfaction, ethics and corporate social responsibility, organisational culture, employee empowerment and teams in relation to quality management and total quality systems. Selected quality tools and techniques for planning, controlling and improving quality such as statistical process control are addressed. Quality standards and ISO9000, implementation of total quality systems and continual improvement approaches are discussed.

Details

Career Level: *Undergraduate*
Unit Level: *Level 2*
Credit Points: *6*
Student Contribution Band: *10*
Fraction of Full-Time Student Load: *0.125*

Pre-requisites or Co-requisites

Prerequisite: Minimum of 24 credit points
Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the Assessment Policy and Procedure (Higher Education Coursework).

Offerings For Term 2 - 2017

- Brisbane
- Distance
- Melbourne
- Sydney

Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Website

This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.

Class and Assessment Overview

Recommended Student Time Commitment

Each 6-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

Class Timetable

Regional Campuses
Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

Metropolitan Campuses
Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview

1. **Online Quiz(zes)**
Weighting: 20%
2. **Written Assessment**
Weighting: 30%
3. **Written Assessment**
Weighting: 50%

Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the University's Grades and Results Policy for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the CQUniversity Policy site.
You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the CQUniversity Policy site.

Previous Student Feedback

Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

Feedback from Unit Coordinator and students.

Feedback

The response time of the course website was an issue for some students.

Recommendation

It is recommended that the cause of the slow website response time is investigated.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. Explain the importance of quality management to organisations in a global context.
2. Discuss the principles and philosophy of quality management and total quality management.
3. Apply quality management tools and techniques.
4. Analyse the need for technical quality deployment (tools and techniques) and quality competence development (people) within organisations.
5. Critically assess quality attributes of goods, services and processes.
6. Design and appraise quality management programs.

Alignment of Learning Outcomes, Assessment and Graduate Attributes

— N/A Level | • Introductory Level | • Intermediate Level | • Graduate Level | ◦ Professional Level | ◦ Advanced Level

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
1 - Online Quiz(zes) - 20%	•	•			•	
2 - Written Assessment - 30%			•		•	
3 - Written Assessment - 50%	•	•		•	•	•

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes					
	1	2	3	4	5	6
1 - Communication	•	•	•	•	•	•
2 - Problem Solving		•	•	•	•	•
3 - Critical Thinking				•	•	•

Graduate Attributes	Learning Outcomes					
	1	2	3	4	5	6
4 - Information Literacy	•	•	•	•	•	•
5 - Team Work						
6 - Information Technology Competence			•	•	•	•
7 - Cross Cultural Competence						
8 - Ethical practice		•				•
9 - Social Innovation						
10 - Aboriginal and Torres Strait Islander Cultures						

Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes									
	1	2	3	4	5	6	7	8	9	10
1 - Online Quiz(zes) - 20%	•			•				•		
2 - Written Assessment - 30%	•	•	•	•		•				
3 - Written Assessment - 50%	•	•	•	•		•		•		

Textbooks and Resources

Textbooks

MGMT19105

Prescribed

Quality Management for Organizational Excellence: Introduction to Total Quality
Seventh New International Edition (2014)
Authors: Goetsch, D.L. & Davis, S.
Pearson Education
Harlow , England
Binding: Paperback
MGMT19105

Supplementary

Your Business Degree 2
Second Edition (2015)
Authors: McCulloch, R. & Reid, A.
Pearson Australia
Melbourne , Australia
Binding: Paperback

View textbooks at the CQUniversity Bookshop

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

Referencing Style

All submissions for this unit must use the referencing styles below:

- American Psychological Association 6th Edition (APA 6th edition)
- Harvard (author-date)

For further information, see the Assessment Tasks.

Teaching Contacts

Tage Andersson Unit Coordinator
t.andersson@cqu.edu.au

Schedule

Week 1 - 10 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Understanding Quality and Total Quality	Chapter 1	

Week 2 - 17 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Quality, Competitiveness, Values and Ethics	Chapter 2 and 3	

Week 3 - 24 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Quality, Culture and the Customer	Chapter 4 and 7	Individual Assessment 1(a) - Online Quiz

Week 4 - 31 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Quality, Empowerment and Teambuilding	Chapter 8 and 10	

Week 5 - 07 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
Tools for Total Quality Management	Chapter 15	Individual Assessment 1(b) - Online Quiz

Vacation Week - 14 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic

Week 6 - 21 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
Statistical Process Control	Chapter 18	

Week 7 - 28 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
Quality Problem Solving and Decision Making	Chapter 16	

Week 8 - 04 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
Quality Function Deployment	Chapter 17	**Individual Assessment 2 - Quality Management Tools and Techniques** Due: Week 8 Wednesday (6 Sept 2017) 1:00 pm AEST

Week 9 - 11 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
ISO 9000 and Total Quality	Chapter 14	

Week 10 - 18 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
Implementing Total Quality Management	Chapter 22	

Week 11 - 25 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
Continual Improvement Methods	Chapter 19	

Week 12 - 02 Oct 2017

Module/Topic	Chapter	Events and Submissions/Topic
Total Quality and Benchmarking	Chapter 20	**Individual Assessment 3 - Total Quality Management Proposal** Due: Week 12 Wednesday (4 Oct 2017) 1:00 pm AEST

Review/Exam Week - 09 Oct 2017

Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 16 Oct 2017

Module/Topic	Chapter	Events and Submissions/Topic

Assessment Tasks

1 Individual Assessment 1 - Multiple Choice

Assessment Type
Online Quiz(zes)

Task Description
The quiz(zes) are designed to engage students with the unit content at the start of the unit and prepare students for the larger written assessment tasks.
Assessment details will be made available on the unit website.

Number of Quizzes
2

Frequency of Quizzes
Other

Assessment Due Date

The assessments will be due in weeks 3 and 5. The exact due dates will be made available on the unit website.

Return Date to Students

Results will be made available on the unit website.

Weighting
20%

Assessment Criteria
No Assessment Criteria

Referencing Style

- American Psychological Association 6th Edition (APA 6th edition)
- Harvard (author-date)

Submission
Online

assessmentOutcome

- Explain the importance of quality management to organisations in a global context.
- Discuss the principles and philosophy of quality management and total quality management.
- Critically assess quality attributes of goods, services and processes.

assessmentGradAttribute

- Communication
- Information Literacy
- Ethical practice

2 Individual Assessment 2 - Quality Management Tools and Techniques

Assessment Type
Written Assessment

Task Description
The assessment is designed for students to apply fundamental quality management tools and techniques. The assessment involves writing a 1000 word short business report responding to assessment tasks related to a real case.
Assessment details, tasks, materials and guidance will be provided on the unit website.
Submit your report with a cover sheet showing the unit name and number, assessment number, your name and student number.
Feel free to discuss your assessment ideas in the unit discussion forum, before you complete and submit the assessment.

Assessment Due Date
Week 8 Wednesday (6 Sept 2017) 1:00 pm AEST

Return Date to Students

Marked assessments will be returned to students in 2 weeks.

Weighting
30%

Assessment Criteria
Your report will be assessed according to the following criteria.
Your report must demonstrate:
Thorough understanding of relevant quality management concepts, principles, theories, tools and models in regards to the assessment tasks. 60%
Appropriate and well structured, concise and clear expression of quality management arguments. 10%
Clear flow of thought throughout the paper with a clear and succinct purpose described in the introduction and a clear and succinct conclusion. 10%
Critical review skills and integration of relevant academic and profession literature. A minimum of four (4) academic journals must be used. 10%
Appropriate in text referencing and reference list. Adherence to CQUniversity Harvard or APA Reference Style. 5%
Clarity of expression, grammar and spelling. Appropriate report format within (±10%) of the word limit: 1000 words. 5%

Referencing Style

- American Psychological Association 6th Edition (APA 6th edition)
- Harvard (author-date)

Submission
Online

assessmentOutcome

- Apply quality management tools and techniques.
- Critically assess quality attributes of goods, services and processes.

assessmentGradAttribute

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Information Technology Competence

3 Individual Assessment 3 - Total Quality Management Proposal

Assessment Type
Written Assessment

Task Description
The assessment is designed for students to apply quality management concepts, principles, theories, tools and models. The assessment involves writing a 2500 word short business report responding to assessment tasks related to a real case. Assessment details, tasks, materials and guidance will be provided on the unit website.
Submit your report with a cover sheet showing the unit name and number, assessment number, your name and student number.
Feel free to discuss your assessment ideas in the unit discussion forum, before you complete and submit the assessment.

Assessment Due Date
Week 12 Wednesday (4 Oct 2017) 1:00 pm AEST

Return Date to Students

Marked assessments will be returned to students in 2 weeks.

Weighting
50%

Assessment Criteria
Your report will be assessed according to the following criteria.
Your report must demonstrate:
Thorough understanding of relevant quality management concepts, principles, theories, tools and models in regards to the assessment tasks. 60%

Appropriate and well structured, concise and clear expression of quality management arguments. 10%
Clear flow of thought throughout the paper with a clear and succinct purpose described in the introduction and a clear and succinct conclusion. 10%
Critical review skills and integration of relevant academic and profession literature. A minimum of eight (8) academic journals must be used. 10%
Appropriate in text referencing and reference list. Adherence to CQUniversity Harvard or APA Reference Style. 5%
Clarity of expression, grammar and spelling. Appropriate report format within (±10%) of the word limit: 2500 words. 5%

Referencing Style

- American Psychological Association 6th Edition (APA 6th edition)
- Harvard (author-date)

Submission
Online

assessmentOutcome

- Explain the importance of quality management to organisations in a global context.
- Discuss the principles and philosophy of quality management and total quality management.
- Analyse the need for technical quality deployment (tools and techniques) and quality competence development (people) within organisations.
- Critically assess quality attributes of goods, services and processes.
- Design and appraise quality management programs.

assessmentGradAttribute

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Information Technology Competence
- Ethical practice

Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the **Student Academic Integrity Policy and Procedure**. This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

What is a breach of academic integrity?
A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

Why is academic integrity important?
A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

Where can I get assistance?
For academic advice and guidance, the Academic Learning Centre (ALC) can support you in becoming confident in completing assessments with integrity and of high standard.

What can you do to act with integrity?

Be Honest
If your assessment task is done by someone else, it would be dishonest of you to claim it as your own

Seek Help
If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)

Produce Original Work
Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem