In Progress
Please note that this Unit Profile is still in progress. The content below is subject to change.

MGMT19105 *Quality Management*
Term 3 - 2027

Profile information current as at 12/11/2026 10:53 am

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 regard to the 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, as well as the implementation of total quality systems and continual improvement approaches, are discussed. This unit allows students to focus on an organisation, industry, or sector of their choice from a selected list of options for all assessments.

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 3 - 2027
- Brisbane
- Online

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

Information for Class and Assessment Overview has not been released yet.
This information will be available on Monday 13 September 2027

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
- Academic Progression Policy and Procedure
- Student Refund and Credit Balance Policy and Procedure
- 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 Emerging Quality Management Trends

Feedback
As the impact of Generative AI and Agentic AI on Quality Management increases, it is natural to include more unit content to address the practical use of AI in a Quality Management context.

Recommendation
The recommendation is to include a module on AI for quality management, problem-solving, and decision-making to complement traditional methods.

Feedback from Unit Coordinator

Feedback
Increase student response rate to the Student Unit and Teaching Evaluations

Recommendation
The recommendation is to encourage more students to attend the workshops and to complete the Student Unit and Teaching Evaluations during the workshops.

Unit Learning Outcomes

Information for Unit Learning Outcomes has not been released yet.
This information will be available on Monday 13 September 2027

Alignment of Learning Outcomes, Assessment and Graduate Attributes

Information for Alignment of Learning Outcomes, Assessment and Graduate Attributes has not been released yet.
This information will be available on Monday 13 September 2027

Textbooks and Resources

Information for Textbooks and Resources has not been released yet.
This information will be available on Monday 13 September 2027

Academic Integrity Statement

Information for Academic Integrity Statement has not been released yet.
This unit profile has not yet been finalised.