



The University of Jordan

Aqaba Branch

**Faculty of Management and Finance – Department of Business
Management**

Accreditation & Quality Assurance Center

COURSE Syllabus

1	Course title	Total Quality Management
2	Course number	5201419
3	Credit hours (theory, practical)	3 (theory)
	Contact hours (theory, practical)	
4	Prerequisites/corequisites	Principles of Business Management 5201101
5	Program title	Business Management
6	Program code	01
7	Awarding institution	The University of Jordan
8	Faculty	Faculty of Management and Finance
9	Department	Department of Business Management
10	Level of course	Fourth year
11	Year of study and semester (s)	2014/2015 Second Semester
12	Final Qualification	Bachelor
13	Other department (s) involved in teaching the course	N/A
14	Language of Instruction	English
15	Date of production/revision	Sep 2014 / Jan 2015

16. Course Coordinator:

Office numbers: 379
 Office hours: Sunday, Tuesday Thursday 9:00 – 10:00
 Monday Wednesday 11:00 – 12:00
 Phone numbers:
 Email addresses : yas.shatnawi@ju.edu.jo

17. Other instructors:

As the course coordinator

18. Course Description:

This course aims at introducing the nature of total quality management, its formwork and historical evolution the course include the basic element of TQM such as leadership, customer satisfaction, Employee involvement, continuous process improvement, supplies partnership and performance measures the course also introducing the tools and technique total quality management.

19. Course aims and outcomes:

<p>A- Aims: The objectives of this course is to introduce the main principles of business and social excellence, to generate knowledge and skills of students to use models and quality management methodology for the implementation of total quality management in any sphere of business and public sector.</p> <p>B- Intended Learning Outcomes (ILOs): Upon successful completion of this course students will be able to ...</p>
1- Provide a deeper knowledge of various principles and core concepts of Total Quality Management.
2- Know the principles of total quality management and peculiarities of their implementation
3- Understand the part Total Quality Management play in management
4- Understand the approaches related to quality and improving performance.
5- Understand the essential steps for the successful implementation of Total Quality Management
6- Be able to use quality management methods analysing and solving problems of organization

20. Topic Outline and Schedule:

Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference
Chapter 1: Understanding Quality	1 st week	Yasar Shatnawi	- Provide a deeper knowledge of various principles and core concepts of Total Quality Management.	- Lectures - Discussion	- Oakland, J., S.
Chapter 2: Models and frameworks for total quality management	2 nd and 3 rd weeks	Yasar Shatnawi	- Provide a deeper knowledge of various principles and core concepts of Total Quality Management. - Understand the part Total Quality Management play in management	- Lectures - Short Exam	- Oakland, J., S.
Chapter 3: Leadership and Commitment	4 th and 5 th weeks	Yasar Shatnawi	- Know the principles of total quality management and peculiarities of their implementation - Understand the part Total Quality Management play in management.	- Lectures - Discussion - Classwork- Case Study	- Oakland, J., S.

Chapter 5: Partnerships and resources	6 th week	Yasar Shatnawi	- Know the principles of total quality management and peculiarities of their implementation	- Lectures - Short exam	- Oakland, J., S. - internet
Chapter 6: Design the Quality	7 th and 8 th weeks	Yasar Shatnawi	- Know the principles of total quality management and peculiarities of their implementation - Understand the part Total Quality Management play in management	- Lectures - Discussion Questions	- Oakland, J., S.
Chapter 7: Performance Measurement Frameworks	9 th and 10 th weeks	Yasar Shatnawi	- Understand the approaches related to quality and improving performance.	- Lectures - Short Exam	- Oakland, J., S. - Russell, R., S. and Taylor, B., W
Chapter 9: Benchmarking	11 th week	Yasar Shatnawi	- Understand the approaches related to quality and improving performance.	- Lectures	Oakland, J., S.
Chapter 13: Continuous Improvement	12 th and 13 th weeks	Yasar Shatnawi	- Understand the approaches related to quality and improving performance. - Be able to use quality management methods analyzing and solving problems of organization	- Lectures - Problem Solving	- Oakland, J., S. - Russell, R., S. and Taylor, B., W. -
Chapter 14: Implementing TQM	14 th week	Yasar shatnawi	- Understand the essential steps for the successful implementation of Total Quality Management	- Lectures - Class work	- Oakland, J., S.

21. Teaching Methods and Assignments:

Development of ILOs promoted through the following teaching and learning methods:

- Lectures
- Class Work
- Discussion
- Case Study

22. Evaluation Methods and Course Requirements:

Evaluation Tool	Grading %
Mid-term Examination	25%
Participation	5%
Homework/ Case Study/ Classwork	10%
Short Exam	10%
Total	100%

23. Course Policies:**A- Attendance policies:**

Students are expected to attend class. Students may not receive credit for a course if they do not attend 85 % of the class meetings

B- Absences from exams and handing in assignments on time:

- All students are expected to attend all exams. Student cannot retake the exams without an excuse within three days of the exam date and the instructor has the right to accept or refuse it according to the university rules.

- All students must submit home works on time otherwise the instructor will not accept it.

C- Health and safety procedures:**D- Honesty policy regarding cheating, plagiarism, misbehavior:**

-All the assignments and work submitted by the student should be his or her own.

- All actions of academic dishonesty including cheating, plagiarism or helping other students in such actions will be deal with strictly according to the university regulations

E- Grading policy:

- According to the Letter grading system at the University of Jordan

F- Available university services that support achievement in the course:**24. Required equipment:**

25. References:

A- Required book (s), assigned reading and audio-visuals:

Main textbook:

- Oakland, J., S. 2003. **Total Quality Management text with cases**. 3rd edition. Burlington: Butterworth-Heinemann.

Additional readings:

- - Dahlgaard, J., J , Kristensem, K., and Kanji, G., K., 2007. **Fundamentals of Total Quality Management, process analysis improvement**. UK: Taylor & Francis e-library.
- Russell, R., S. and Taylor, B., W. 2011. **Operation Management**. 7th edition. John Wiley and Sons Inc.
- Internet

B- Recommended books, materials, and media:

26. Additional information:

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Name of Course Coordinator: -----Signature: ----- Date: -----

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: ----- -Signature: -----

Copy to:

Head of Department
Assistant Dean for Quality Assurance
Course File