PMGT 331
Managing Quality

COURSE DESCRIPTION

This course addresses the key concepts, models and practices of managing quality within organizations and projects across a variety of sectors (private, public, non-profit and specialized). The ability to identify quality issues, develop a quality management strategy, and implement a quality management system within organizational and project processes, is a key competency for managers and professional service providers in all sectors. Students will learn the key components of quality management, including the application of a quality management process to a project.

COURSE LEARNING OBJECTIVES

By the end of the course, students will be able to:

1. Describe the key concepts, models and practices related to the management of quality in organizations across a variety of sectors (public sector, private sector, non-profit sector and specialized sectors)
2. Explain the historical evolution, contemporary state and importance of managing quality
3. Identify the key general steps, practices and tools within the quality management process
4. Map out the key steps for improving the quality of a key organizational process

COURSE EVALUATION

• Quizzes
• Discussion Boards
• Individual Project - Briefing Paper and Presentation
• Application Project – Analyze a comprehensive case

TOPICS

• Definition and importance of quality management across a variety of sectors (profit, public, non-profit, specialized)
• History and contemporary state of quality management
• Key components of the quality management process:
  o Quality Planning
  o Quality Assessment and Assurance
  o Quality Improvement
• Key Techniques and Tools:
  o Data collection
  o Organizing and Assessing Data
  o Tools for understanding and analyzing processes
  o Structured problem solving
  o Compliance tools
• Various components of the Total Quality Management System
• Quality management in projects
• Six Sigma approach to quality management
• Ethics of quality management
• Association between quality management and sustainability, corporate social responsibility and a stakeholder approach to performance assessment