# Course profile

**and course syllabus**

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| Name of course: | **TECHNICAL QUALITY MANAGEMENT (TQM)** |
| Course code: | ***PMKMENE124HA*** |
| Akkotment of hours per week: | ***2/0/0*** |
| Number of credits: | ***2*** |
| Major/ type: | ***Optional*** |
| Type of schedule: | ***Full-time*** |
| Evaluation: | ***Mid-semester grade*** |
| Semester: | ***Spring*** |
| Language: | ***English*** |
| Prerqusities: | ***-*** |
| Department: | ***Department of Engineering Studies*** |
| Instructors: | ***Szűcs Krisztián*** |
| **Aim:**  The students should learn the principles of total quality management and be able to use the techniques of it. | |
| **Short description:**  The TQM concept and history of it, customer focus, customer’s requirements and their satisfaction, process orientation, process management and improvement, total commitment, role of the leadership, employees with higher authorities, TQM culture. | |
| **Teaching method:**  Presentation of the topics during the lectures. | |
| **Requirements in the study period:**  Participation on the lectures, by the regulations of the study and examination code. | |
| **Requirements int he exam period:**  Midterm test (multiple choice test of each blocks) in the end of semester. The minimum percentage for the satisfactory grade is 50%. | |
| **Retake options:**  Te retake of midterm test during the exam period. | |
| **Consultation options:**  By the instructor, during the consultation times announced by the instructor. Via email. | |
| **Notes, textbooks, useful literature:** Total Quality Management (TQM) Witch/Oktatas/Tanszeki anyagok//Mernoki Menedzsment Tanszek/Oktatoi informaciok/Kovacs Arpad/TQM/tqm | |

Schedule for the spring semester of the 2015/2016 school year:

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| Type | | Instructors | Day/Time | Place | Comment |
| Lecture | | Szűcs Krisztián |  |  |  |
|  | Topics | | | | | |
|  | TQM principles and elements | | | | | |
|  | Identification of the customer, quality characteristics of the product and service | | | | | |
|  | Understanding the customers expectations, definition of requirements | | | | | |
|  | Methods of measuring the customers satisfaction | | | | | |
|  | Quality techniques in TQM | | | | | |
|  | Role of leadership in TQM | | | | | |
|  | Total commitment and empowerment | | | | | |
|  | Teamwork | | | | | |
|  | Process improvement | | | | | |
|  | Complementary elements of TQM | | | | | |