



Faculty: Economics and administrative sciences	
Department: Business Administration	Program: Masters (MBA)
Academic year: 2024-2025	Semester: 1 st Semester

Course Plan

First: Course Information

Course No.:	Course Title: Advanced Total Quality Management	Credit Hours: 3	Theoretical: X	Practical:
Prerequisite No. and Title:		Section No.:	Lecture Time: 4:00-7:30 pm	
Level in JNQF				
Type Of Course:	<input type="checkbox"/> <i>Obligatory University Requirement</i>		<input type="checkbox"/> <i>Elective University Requirement</i>	
	<input type="checkbox"/> <i>Obligatory Faculty Requirement</i>		<input type="checkbox"/> <i>Elective Faculty Requirement</i>	
	<input checked="" type="checkbox"/> <i>Obligatory Specialization Requirement Requirement</i>		<input type="checkbox"/> <i>Elective Specialization Requirement</i>	
	<input type="checkbox"/> <i>Ancillary course</i>			
Type of Learning:	<input checked="" type="checkbox"/> <i>Face-to-Face Learning</i>			
	<input type="checkbox"/> <i>Blended Learning (2 Face-to-Face + 1 Asynchronous)</i>			
	<input type="checkbox"/> <i>Online Learning (2 Synchronous + 1 Asynchronous)</i>			

Second: Instructor's Information

Course Coordinator:					
Name:		Academic Rank:			
Office Number:		Extension Number:	Email:		
Course Instructor:					
Name:		Academic Rank:			
Office Number:		Extension Number:	Email:		
Office Hours:	<i>Sunday</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>

Third: Course Description

This course provides learners with an understanding of quality control and improvement systems. The course includes study of topics related to quality management approaches, design and implementation of quality-related procedures, and related technologies.

TQM is considered a customer-focused process that focuses on consistently improving business operations management. It strives to ensure that all associated employees work toward the common goals of improving product or service quality, as well as improving the procedures that are in place for production.

Fourth: Course objectives

The focus is to improve the quality of an organization's outputs, including goods and services, through the continual improvement of internal practices. Total quality management aims to hold all parties involved in the production process accountable for the overall quality of the final product or service.

Fifth: Learning Outcomes

<i>Level descriptor according to (JNQF)</i>	<i>CILOs Code</i>	<i>CILOs</i> If any CLO will not be assessed in the course, mark NA.	<i>Associated PILOs Code</i> <i>Choose one PILO for each CILO*</i>	<i>Assessment method</i> <i>Choose at least two methods</i>
Knowledge	K1	Specialized knowledge on the frontiers of the latest scientific findings in the field of study on Advanced Total Quality Management	PK1	Formative
	K3	Sufficient knowledge of creativity strategies on Advanced Total Quality Management	PK3	Formative
	S2	Ability to innovate new skills, tools and procedures at a high level including emerging new technological skills on Advanced Total Quality Management	PS1	Formative
	S3	Ability to integrate knowledge from different areas of learning on Advanced Total Quality Management	PS2	Formative
Competencies	C1	Dealing with complexity in scientific issues, managing them, and taking the initiative to solve them. Formulating provisions and transferring good practices on Advanced Total Quality Management	PC1	Collective
	C4	Take responsibility for the team's work on Advanced Total Quality Management	PC4	Collective
	C6	Ability to review team performance on Advanced Total Quality Management	PC6	Collective

*CILOs: Course Intended Learning Outcomes; PILOs: Program Intended Learning Outcomes; For each CILO, the PILO could be the same or different.

Sixth: Learning Resources

Main Reference:	Managing Quality, Integrating the Supply Chain		
Author: Thomas Foster	Issue No.: 6 th Edition	Print:	Publication Year: 2021
Additional Sources & Websites:	<ul style="list-style-type: none"> • Summerizes prepared by the instructor • E-learning system 		
Teaching Type:	<input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Laboratory <input type="checkbox"/> Workshop <input type="checkbox"/> MS Teams <input type="checkbox"/> Moodle		

Seventh: Course Structure

Lecture Date	Course Intended Teaching Outcomes (CILOs)	Topics	Teaching Procedures*	Teaching Methods**	References***
18Oct	K1 S2,S3 C1	-Introduction to Total Quality Management (TQM). -Differing Perspectives on Quality	Face to Face	Lecture	Formative
25Oct	K1 S2, S3 C1	-Quality Theory - Quality Contributors	Face to Face	Lecture	Formative
1Nov	K1 S2, S3	Global Supply Chain Quality and International Quality Standards	Face to Face	Lecture	Formative
8Nov	S2,S3 C1	Strategic Quality Planning	Face to Face	Lecture	Formative
15Nov	S2,S3 C4	Strategic Quality Planning	Face to Face	Lecture	Collective

22Nov	K2 S3 C1	Customer Driven Quality	Face to Face	Lecture	Collective
29Nov	K1 S2, S3	Market Driven Quality	Face to Face	Lecture	Collective
6Dec		Mid-term Exam	Face to Face	Lecture	Collective
13Dec	S2,S3 C4	Quality and Innovation in Product and Process Design	Face to Face	Lecture	Formative
20Dec	K2 S3 C1	Designing Quality Services	Face to Face	Lecture	Formative
27Dec	K1 C1,C6	Managing Supplier Quality in the Supply Chain	Face to Face	Lecture	Formative
3Jan	K1 S1,S2	The Tools of Quality	Face to Face	Lecture	Formative
10Jan	K3 S1 C4	Implementing and Validating the Quality System	Face to Face	Lecture	Collective
17Jan	S2,S3 C1	Comprehensive review of the course	Face to Face	Lecture	Collective
24Jan		Final Exam	Face to Face	Lecture	Collective

*Teaching procedures: (Face-to-Face, synchronous, asynchronous).

** Teaching methods: (Lecture, video....).

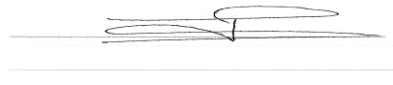
*** Reference: (Pages of the book, recorded lecture, video....)

Eighth: Assessment Methods

Methods	Online Learning	Blended Learning	Face-To-Face Learning	K1	K3	S2	S3	S4	S5	C1	C4	C6
				Mid-term Exam			30	3	5	3	3	4
Assignments and Quizzes			30	4	3	3	2	4	3	3	7	4
Final Exam			40	3	3	3	3	5	3	2	4	2
Total out of 100			100	21		40			39			

Ninth: Course Policies

- All course policies are applied on all teaching patterns (online, blended, and face-to-face Learning) as follows:
 - a. Punctuality.
 - b. Participation and interaction.
 - c. Attendance and exams.
- Academic integrity: (cheating and plagiarism are prohibited).

Approval	Name	Date	Signature
Head of Department	Dr. Adulrahman Alkarbsheh	1-11-2024	
Faculty Dean	Prof. Tareq Mbaideen	1-11-2024	