



# AL MUSANNA COLLEGE OF TECHNOLOGY

## DEPARTMENT OF BUSINESS STUDIES

<b>Course code</b> BAHR3102	<b>Course name</b> TOTAL QUALITY MANAGEMENT	<b>3 of Credit Hours</b>
<b>Prerequisites:</b>	BAMG 1207 : Principles of Management	
<b>Goal</b>	To create the general awareness in the mind of management professionals about the impact of total quality in management. Total Quality Management (TQM) is a management strategy aimed at embedding awareness of quality in all organizational processes. TQM has been widely used in manufacturing, education, government, and service industries, as well as NASA space and science programs.	
<b>Objectives</b>		<b>Outcomes</b>
<p><b>At the end of the semester, this course should enable the students to:</b></p> <ol style="list-style-type: none"> <li>1. To understand Total Quality Management, its applications and components.</li> <li>2. They also will learn to apply all the concepts learned in this course to a TQM project directly applicable to real workplace situations.</li> </ol>		<p><b>At the end of the semester, the student who satisfactorily completes the course should be able to:</b></p> <ol style="list-style-type: none"> <li>1. Define and apply TQM Concepts and principles</li> <li>2. Evaluate the requirements of TQM in an organization and form teams for implementations</li> <li>3. Develop data gathering models</li> <li>4. Conduct TQM presentations</li> <li>5. Evaluate the use of TQM initiatives, tools, and</li> <li>6. Recognize the concept of benchmarking</li> <li>7. Define the meaning of ISO 9000</li> <li>8. Recognize the methodologies of continuous</li> </ol>

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12. Conduct TQM presentations

	<p>13. Evaluate the use of TQM initiatives, tools, and techniques in an organization</p>
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14. Recognize the concept of benchmarking

15. Define the meaning of ISO 9000



	<p>16. Recognize the methodologies of continuous improvements, quality assessments, and quality control</p>
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