



Faculty of Management and Finance

Bachelor of Business Administration Honours in Business Management Degree Programme

Course Unit Information Sheet

Course Code		MGT 41223			
Course Name		Productivity and Quality Management			
Semester		4000 Level- Semester I			
Credit Value	3	Core/Optional	Core	GPA/NGPA	GPA
Hourly Breakdown		Lectures	Practical	Independent Learning	
		45 Hours	-	105 Hours	
Course Description					
Productivity and quality management is the process of improving the efficiency and effectiveness of an organization’s operations. This course covers the principles and practices of productivity and quality management, different types of productivity and quality measures, eliminating waste, and implementation of quality management tools and techniques in business management context.					
Intended Learning Outcomes				PLO Alignment	
Upon completion of this course unit, the students will be able to,					
1. Explain the relationship between productivity and quality management.				1,3	
2. Assess different ways of measuring productivity and determining quality.				2,4,6	
3. Assess the practical application of quality management principles in an organizational setting.				7,15,20	
4. Develop appropriate tools and techniques for improving productivity and quality in organizations.				18,23,24	
Course Content				Hours	ILOs
1. Introduction to productivity				3	1
2. Organizational efficiency				3	2,3
3. Organizational effectiveness				3	2,3
4. Measuring productivity				3	2,3
5. Productivity applications				3	2,3
6. Quality management				3	2,3
7. Determining quality				3	2,3
8. Product quality improvement				3	3,4
9. Process quality improvement				6	3,4
10. Application of quality management principles				6	3,4
11. Application of tools and techniques for productivity improvement				6	4
12. Emerging trends and future challenges in productivity and quality				3	4

Teaching Methods		
Lectures, Tutorials, Discussions, and Presentations		
Assessment Methods		
In-course Assessments 30 %	Final Examination 70 %	Total 100%
Recommended Readings		
1. Aikens, C. Harold. <i>Quality: A Corporate Force, Managing for Excellence</i> , Prentice Hall. /The latest edition 2. Goetsch, David L.; Davis, Stanley B. <i>Quality Management: Introduction to Total Quality Management for Production, Processing, and Services</i> . Prentice Hall. /The latest edition 3. Donna C. Summers. <i>Quality</i> . Prentice Hall. /The latest edition		