



Faculty of Management and Finance
Bachelor of Business Administration Honours in Human Resource Management
Degree Programme
Course Unit Information Sheet

Course Code		HRM 31543			
Course Name		Quality Management			
Semester		3000 Level - Semester I			
Credit Value	3	Core/Optional	Core	GPA/NGPA	GPA
Hourly Breakdown		Lectures	Practical	Independent Learning	
		45 hours		105 hours	
Course Description This course provides knowledge and understanding of quality management and the contribution of human resources in managing quality in an organisation. It includes the principles, theories, concepts, and techniques of quality management. Further, it discusses how to foster a quality culture within the organisation with the involvement of stakeholders where human resource plays a significant role in quality management implementation.					
Intended Learning Outcomes				PLO Alignment	
At the end of the course unit, the student shall be able to,					
1. Explain the concepts, principles, and techniques of quality management.				1, 2	
2. Identify the elements of quality culture.				1, 3	
3. Explain the role of leadership in building and enhancing quality management.				1,3,14,15	
4. Discuss the role of human resource management in quality management.				1,3,11,18	
5. Formulate strategies to address human resource issues pertaining to quality management.				18,20,21,22	
Course Content				Hours	ILOs
1. Introduction to Quality Management				4	1
2. Frameworks for Quality Management				3	1
3. National and International Quality Management Standards				3	1
4. Building Quality Culture				6	2
5. Total Quality Management				5	1
6. Contemporary Quality Management Techniques				5	1
7. Role of Human Resources in Quality Management				5	3
8. Leadership in Quality Management				5	4
9. National and International Quality Awards				4	3, 4, 5
10. Contemporary Issues and Challenges in Quality Management				5	5
Teaching Methods					
Lectures, Tutorials, Case studies, Workshops, Field visits, and Group discussions.					

Assessment Methods		
In-course Assessments 30 %	Final Examination 70 %	Total: 100%
Recommended Reading		
1. Bloom, D. <i>The field guide to achieving HR excellence through Six Sigma</i>. Productivity Press. The latest edition. 2. Evans, J.R. <i>Quality and performance excellence</i>. Cengage. The latest edition 3. Ross, J. E. <i>Total Quality Management: Text, cases, and readings</i>. Taylor and Francis. The latest edition. 4. Sartor, M. <i>Quality Management: Tools, methods, and standards</i>. Emerald Publishing Limited. The latest edition.		