USC

COURSE OUTLINE

MGT325 Managing Quality

Course Coordinator: Lisa Daniel (ldaniel@usc.edu.au) **School:** School of Business and Creative Industries

2021 | Semester 2

USC Sunshine Coast USC Moreton Bay USC Fraser Coast USC Southbank	ON CAMPUS	Most of your course is on campus but you may be able to do some components of this course online.
Online	ONLINE	You can do this course without coming onto campus.

Please go to the USC website for up to date information on the teaching sessions and campuses where this course is usually offered.

1. What is this course about?

1.1. Description

Creating an organisation that has a reputation for quality and excellence requires committed and comprehensive management expertise. Requiring engagement and commitment from senior managers through to front line employees, quality management considers the business as a system where employee empowerment, customer satisfaction, visionary leadership, and excellence in products, services and processes must deliver an integrated approach to excellence. This course will inform you about the principles, practices, tools and approaches needed to deliver contemporary quality management in small and large firms. You will learn qualitative and quantitative approaches for identifying, analysing,interpreting and managing quality in organisations.

1.2. How will this course be delivered?

ACTIVITY	HOURS	BEGINNING WEEK	FREQUENCY
ON CAMPUS			
Tutorial/Workshop 1 – In-class tutorial	2hrs	Week 2	11 times
Lecture – Pre-recorded concept videos and associated activity	1hr	Week 1	12 times
ONLINE 1			
Tutorial/Workshop 1 – Interactive zoom tutorial	2hrs	Week 2	11 times
Lecture – Pre-recorded concept videos and associated activity	1hr	Week 1	12 times

1.3.   Course Topics

Course topics
Introduction to quality management – Chapter 1
Foundations of quality management – Chapter 2
Customer focus - Chapter 3
Workforce focus – Chapter 4
Process focus – Chapter 5
Design for quality – Chapter 7
Measuring and controlling – Chapter 8
Process improvement – Chapter 9
Strategy and quality performance – Chapter 11
Knowledge management for excellence – Chapter 12
Leadership for excellence – Chapter 13
Building and sustaining quality and excellence – Chapter 14

2.   What level is this course?

300 Level (Graduate)

Demonstrating coherence and breadth or depth of knowledge and skills. Independent application of knowledge and skills in unfamiliar contexts. Meeting professional requirements and AQF descriptors for the degree. May require pre-requisites where discipline specific introductory or developing knowledge or skills is necessary. Normally undertaken in the third or fourth full-time study year of an undergraduate program.

3.   What is the unit value of this course?

12 units

4.   How does this course contribute to my learning?

COURSE LEARNING OUTCOMES On successful completion of this course, you should be able to...	GRADUATE QUALITIES MAPPING Completing these tasks successfully will contribute to you becoming...	PROFESSIONAL STANDARD MAPPING Association to Advance Collegiate Schools of Business
1 Understand and explain quality management quality definitions, philosophies and methodologies.	Knowledgeable	PC3 - Creative and Critical Thinking PC3.1 - Problem Solving
2 Understand and apply the principles, practices and applications of quality management for product or service improvement, design and performance monitoring.	Knowledgeable	PC1 - Communication PC3 - Creative and Critical Thinking PC3.1 - Problem Solving
3 Demonstrate critical and creative thinking to identify and solve business problems and arrive at innovative solutions through service-based case studies.	Knowledgeable Creative and critical thinker Empowered Ethical	PC1.1 - Written Communication PC3 - Creative and Critical Thinking PC3.1 - Problem Solving PC4.1 - Social Responsibility and Sustainability PC5 - Cultural Awareness

5.   Am I eligible to enrol in this course?

Refer to the USC Glossary of terms for definitions of "pre-requisites, co-requisites and anti-requisites".

5.1.   Pre-requisites

Not applicable

5.2. Co-requisites

Not applicable

5.3. Anti-requisites

Not applicable

5.4. Specific assumed prior knowledge and skills (where applicable)

Not applicable

6. How am I going to be assessed?

6.1. Grading Scale

Standard Grading (GRD)

High Distinction (HD), Distinction (DN), Credit (CR), Pass (PS), Fail (FL).

6.2. Details of early feedback on progress

Formative feedback will be delivered through the discussion of student's answers to module activities in the tutorial workshops. These activities are key to the assessment tasks are students are encouraged to come prepared to share and discuss their answers.

6.3. Assessment tasks

DELIVERY MODE	TASK NO.	ASSESSMENT PRODUCT	INDIVIDUAL OR GROUP	WEIGHTING %	WHAT IS THE DURATION / LENGTH?	WHEN SHOULD I SUBMIT?	WHERE SHOULD I SUBMIT IT?
All	1	Examination	Individual	30%	60 minutes	Week 5	Online Test (Quiz)
All	2	Case Study	Individual	35%	2,000 words	Week 9	Online Assignment Submission with plagiarism check
All	3	Report	Individual	35%	2000 words	Week 13	Online Assignment Submission with plagiarism check

All - Assessment Task 1: Mid-semester exam

GOAL:	Demonstrate understanding of quality management concepts, philosophies and theories.	
PRODUCT:	Examination	
FORMAT:	Individual assessment.	
CRITERIA:	No.	Learning Outcome assessed
	1 Demonstration of mastery of quality management concepts covered in the lecture topics	1
	2 Ability to apply relevant concepts, theories and philosophies in addressing the questions	2

All - Assessment Task 2: Quality management case study

GOAL:	To demonstrate your ability to apply quality management knowledge, concepts and theories in the context of a small business in the service industry.
PRODUCT:	Case Study
FORMAT:	This task is being used for measuring assurance of learning towards Association to Advance Collegiate Schools of Business (AACSB) accreditation. It assesses Program Learning Outcome PLO3.1: demonstrate critical and creative thinking to identify and solve business problems and arrive at innovative solutions. More details will be made available on Blackboard

CRITERIA:	**No.**		**Learning Outcome assessed**
	1	Application of relevant quality management concepts/frameworks and theories	1
	2	Assessment of the influence of quality management practices in improving customer satisfaction/organisational performance	2
	3	Critical and creative evaluation and logical development of arguments in presenting your analysis	3
	4	Professional written communication and presentation with use of relevant credible sources and appropriate referencing style	1

All - Assessment Task 3: Quality management report

GOAL:	A small service business has invited you to undertake an assessment of the quality situation of their firm to identify opportunities and propose solutions with a view to designing an effective quality management system as a framework of improvement and advancement for their firm.
PRODUCT:	Report
FORMAT:	This task requires a report presenting a critical evaluation of the current quality issues and quality system of a small service firm and the creative design of a new quality management system which can help build performance excellence for the business.

CRITERIA:	**No.**		**Learning Outcome assessed**
	1	Demonstration of good understanding of the key quality management concepts, theories, frameworks and philosophies as covered in the course	1
	2	Ability to apply relevant quality management concepts, theories, frameworks and philosophies in addressing the business's quality issues/problems	2
	3	Use of relevant quality management techniques and systems for performance improvement	2 3
	4	Ability to think critically about the question and to convey this in the written answer	1 3
	5	Generation of innovative recommendations	3

7. Directed study hours

A 12-unit course will have total of 150 learning hours which will include directed study hours (including online if required), self-directed learning and completion of assessable tasks. Directed study hours may vary by location. Student workload is calculated at 12.5 learning hours per one unit.

8. What resources do I need to undertake this course?

Please note: Course information, including specific information of recommended readings, learning activities, resources, weekly readings, etc. are available on the course Blackboard site– Please log in as soon as possible.

8.1. Prescribed text(s) or course reader

Please note that you need to have regular access to the resource(s) listed below. Resources may be required or recommended.

REQUIRED?	AUTHOR	YEAR	TITLE	PUBLISHER
Required	Evans, J.R. and Lindsay, W.M	2020	Managing for Quality and Performance Excellence	Cengage Learning

8.2. Specific requirements

Students are required to undertake pre-reading of the appropriate textbook chapters and complete the module activities before participating in tutorial workshops.

9. How are risks managed in this course?

Health and safety risks for this course have been assessed as low. It is your responsibility to review course material, search online, discuss with lecturers and peers and understand the health and safety risks associated with your specific course of study and to familiarise yourself with the University's general health and safety principles by reviewing the online induction training for students, and following the instructions of the University staff.

10. What administrative information is relevant to this course?

10.1. Assessment: Academic Integrity

Academic integrity is the ethical standard of university participation. It ensures that students graduate as a result of proving they are competent in their discipline. This is integral in maintaining the value of academic qualifications. Each industry has expectations and standards of the skills and knowledge within that discipline and these are reflected in assessment.

Academic integrity means that you do not engage in any activity that is considered to be academic fraud; including plagiarism, collusion or outsourcing any part of any assessment item to any other person. You are expected to be honest and ethical by completing all work yourself and indicating in your work which ideas and information were developed by you and which were taken from others. You cannot provide your assessment work to others. You are also expected to provide evidence of wide and critical reading, usually by using appropriate academic references.

In order to minimise incidents of academic fraud, this course may require that some of its assessment tasks, when submitted to Blackboard, are electronically checked through SafeAssign. This software allows for text comparisons to be made between your submitted assessment item and all other work that SafeAssign has access to.

10.2. Assessment: Additional Requirements

Eligibility for Supplementary Assessment

Your eligibility for supplementary assessment in a course is dependent of the following conditions applying:

The final mark is in the percentage range 47% to 49.4%
The course is graded using the Standard Grading scale
You have not failed an assessment task in the course due to academic misconduct

10.3. Assessment: Submission penalties

Late submission of assessment tasks may be penalised at the following maximum rate:
- 5% (of the assessment task's identified value) per day for the first two days from the date identified as the due date for the assessment task.
- 10% (of the assessment task's identified value) for the third day - 20% (of the assessment task's identified value) for the fourth day and subsequent days up to and including seven days from the date identified as the due date for the assessment task.
- A result of zero is awarded for an assessment task submitted after seven days from the date identified as the due date for the assessment task. Weekdays and weekends are included in the calculation of days late. To request an extension you must contact your course coordinator to negotiate an outcome.

10.4. Study help

For help with course-specific advice, for example what information to include in your assessment, you should first contact your tutor, then your course coordinator, if needed.

If you require additional assistance, the Learning Advisers are trained professionals who are ready to help you develop a wide range of academic skills. Visit the Learning Advisers web page for more information, or contact Student Central for further assistance: +61 7 5430 2890 or studentcentral@usc.edu.au.

10.5. Wellbeing Services

Student Wellbeing provide free and confidential counselling on a wide range of personal, academic, social and psychological matters, to foster positive mental health and wellbeing for your academic success.

To book a confidential appointment go to Student Hub, email studentwellbeing@usc.edu.au or call 07 5430 1226.

10.6. AccessAbility Services

Ability Advisers ensure equal access to all aspects of university life. If your studies are affected by a disability, learning disorder mental health issue, , injury or illness, or you are a primary carer for someone with a disability or who is considered frail and aged, AccessAbility Services can provide access to appropriate reasonable adjustments and practical advice about the support and facilities available to you throughout the University.

To book a confidential appointment go to Student Hub, email AccessAbility@usc.edu.au or call 07 5430 2890.

10.7. Links to relevant University policy and procedures

For more information on Academic Learning & Teaching categories including:

- Assessment: Courses and Coursework Programs
- Review of Assessment and Final Grades
- Supplementary Assessment
- Administration of Central Examinations
- Deferred Examinations
- Student Academic Misconduct
- Students with a Disability

Visit the USC website: http://www.usc.edu.au/explore/policies-and-procedures#academic-learning-and-teaching

10.8. General Enquiries

In person:

- **USC Sunshine Coast** - Student Central, Ground Floor, Building C, 90 Sippy Downs Drive, Sippy Downs
- **USC Moreton Bay** - Service Centre, Ground Floor, Foundation Building, Gympie Road, Petrie
- **USC SouthBank** - Student Central, Building A4 (SW1), 52 Merivale Street, South Brisbane
- **USC Gympie** - Student Central, 71 Cartwright Road, Gympie
- **USC Fraser Coast** - Student Central, Student Central, Building A, 161 Old Maryborough Rd, Hervey Bay
- **USC Caboolture** - Student Central, Level 1 Building J, Cnr Manley and Tallon Street, Caboolture

Tel: +61 7 5430 2890

Email: studentcentral@usc.edu.au