



Наименование дисциплины и код: **Quality Management**

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Дата:	<b>21.01.2020г.</b>
Цель и задачи курса	<p>Management can be defined as “administration” and can be summarized as the group of people that interact in a physical or virtual environment and have the same goal: the success of the “company’s business.” The student should be able to: understand the crucial role Quality management in sovereign market oriented economy. Any company, if it aims to improve and develop, it has to implement the effective Quality management.</p> <p>Goals and objectives of the subject</p> <ul style="list-style-type: none"><li>• To give an information of product quality improvement and service</li><li>• Simplifying administrative processes and ongoing monitoring of measurable performance indicators. Performance indicators are based on high-volume, high risk, and problem-prone-services data from customer-satisfaction and member experience surveys, complaints/occurrences, and appeals.</li></ul>
Описание курса	<p>This course covers, with a focus on This course covers, with a focus on theory of quality control. The theoretical essence of the Deming approach to Total Quality Management (TQM) concerns the creation of an organizational system that fosters cooperation and learning for facilitating the implementation of process management practices, which, in turn, leads to continuous improvement of processes, products, and services as well as to employee fulfillment, both of which are critical to customer satisfaction, and ultimately, to firm survival.</p>
Пре реkwизиты	<b>Prerequisites:</b> for a deeper understanding of the problems of the Quality management research is necessary to have knowledge in the field of science theory.
Пост реkwизиты	<b>Postrequisites:</b> the acquired knowledge of the subject can be used to obtain theoretical understanding of Quality management .
Компетенции	<ul style="list-style-type: none"><li>• analyze the data obtained during the course;</li><li>• take organizational and administrative decisions on received;</li><li>• to be able to apply basic methods of theory in practice;</li></ul>
Политика курса	To give maximum knowledge to students as it possible
Методы преподавания:	Lecture Visual aids Technical training facilities
Форма контроля знаний	Modul, Exam
Литература: Основная Дополнительная	<p>Mitra A. Fundamentals of quality control and improvement. 3rd ed. Hoboken, NJ: Wiley; 2008.</p> <p>Bergman B, Klefsjö B (2010) Quality from customer needs to customer satisfaction. 3rd edition, Studentlitteratur, Lund</p>
СРС	Exam
Примечание.	

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**Календарно-тематический план распределения часов с указанием недели, темы**

No.	Name of sections and topics	Number of hours	
		Total	
1.	<b>What is Quality management?</b>	2	
1.1.	Management can be defined as “administration” and can be summarized as the group of people that interact in a physical or virtual environment and have the same goal: the success of the “company’s business.” Companies perform sets of activities in order to produce and offer goods and/or services, with the objective of meeting some human needs.		
2.	<b>Why we need quality control?</b>	2	
2.1.	Quality control is a process through which a business seeks to ensure that product quality is maintained or improved and manufacturing errors are reduced or eliminated. Quality control requires the business to create an environment in which both management and employees strive for perfection.		
3.	<b>Diagnostic audit according to ISO 9001</b>	2	
3.1.	ISO 9001 out the criteria for a quality management system and is the only standard in the family that can be certified to (although this is not a requirement). It can be used by any organization, large or small, regardless of its field of activity. In fact, there are over one million companies and organizations in over 170 countries certified to ISO 9001.		
4.	<b>Establishing the quality policy and goals</b>	2	
4.1.	In general, quality management focuses on long-term goals through the implementation of short-term initiatives. At its core, quality management (TQM) is a business philosophy that champions the idea that the long-term success of a company comes from customer satisfaction. TQM requires that all stakeholders in a business work together to improve processes, products, services and the culture of the company itself.		
5.	<b>Establishment of quality management program</b>	2	
5.1.	A quality management program that integrates all quality processes can easily meet FDA and ISO quality requirements. This can be a shot-in-the arm to productivity because, with the right QMS software, a it can pretty much manage itself. With this kind of efficiency, companies are able to produce more, faster, and at a much lower cost.		
6.	<b>Training of top management team</b>	2	
6.1.	Senior management training is an invaluable tool for global businesses to develop top leadership talent. Senior management training enables executives to boost their skills and to re-evaluate their roles with a newly informed perspective. And for business leaders confronted with an increasingly complex environment of globalization, the right senior management training can help them to stay ahead of the competition with the tools and know-how to effectively manage change.		
7.	<b>Initial evaluation, processes planning and identification relevant to</b>	2	

	<b>quality system</b>	
7.1.	An evaluation plan is a written document that describes how you will monitor and evaluate your program, so that you will be able to describe the “What”, the “How”, and the “Why It Matters” for your program and use evaluation results for program improvement and decision making.	
8.	<b>Development of the quality management system documents</b>	2
8.1.	A quality management system (QMS) is a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. A QMS helps coordinate and direct an organization’s activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.	
9.	<b>Elements and requirements of a quality management system</b>	2
9.1	Although any quality management system should be created to address an organization’s unique needs, there are some general elements all systems have in common, including: The organization’s quality policy and quality objectives Quality manual Procedures, instructions, and records	
10.	<b>Implementation of quality management system</b>	2
10.1	Implementing a quality management system affects every aspect of an organization's performance. Two overarching benefits to the design and implementation of documented quality management systems include: Meeting the customer’s requirements, which helps to instill confidence in the organization, in turn leading to more customers, more sales, and more repeat business.	
11.	<b>Project cost management</b>	2
11.1	Project cost management includes the processes involved in planning, estimating, budgeting, and controlling costs so that the project can be completed within the approved budget. The related knowledge area processes are (PMI, 2004): • Cost estimating – developing an approximation of the costs of the resources needed to complete project activities; • Cost budgeting – aggregating the estimated costs of individual activities or work packages to establish a cost baseline; • Cost control – influencing the factors that create cost variances and controlling changes to the project budget.	
12.	<b>Costs estimation methods - modeling and simulation</b>	2
12.1	Estimating the cost of project is one of the most crucial tasks for project managers. The main factors that are typically estimated at the beginning of a development project are: cost, size, schedule, quality, people resources, effort, resources, maintenance costs, and complexity.	
13.	<b>Internal quality audit</b>	2
13.1	One of the most important objectives of an internal quality audit is measuring the effectiveness of an organization's quality management system. For this to happen, executive management must first meet its overriding responsibility of establishing and maintaining a system regarding quality policy, goals, resources, processes and effective performance--including monitoring and measuring the system's effectiveness and efficiency.	
14.	<b>European Foundation for Quality Management</b>	2
14.1	The EFQM's excellence model is used to identify current strengths and	

	areas for improvement against strategic goals. It contains nine criteria to help organisations conduct a self-assessment exercise, identify gaps and prioritise improvements. The EFQM organisation is the custodian of the model and its website provides more detail of how the process works.	
15.	<b>Quality assurance and control</b>	2
15.1	The terms 'quality assurance' and 'quality control' are often used interchangeably to refer to ways of ensuring the quality of a service or product. However, the terms have different meanings.	

			<b>Литература</b>	<b>Подготовительные вопросы по модулям</b>
			<b>Литература:</b> <b>Основная</b> <b>Дополнительная</b>	Mitra A. Fundamentals of quality control and improvement. 3rd ed. Hoboken, NJ: Wiley; 2008. Bergman B, Klefsjö B (2010) Quality from customer needs to customer satisfaction. 3rd edition, Studentlitteratur, Lund
	ИТОГО: 30	<b>часов</b>		

#### График самостоятельной работы студентов

№	Недели Месяцы	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Суммы балов
		January				February						March						
1	Текущий контроль	15				15						10						40
2	Срок сдачи СРС*																	

[www.keu.edu.kg](http://www.keu.edu.kg)

\*СРС – самостоятельная работа студентов.

*Примечание:* График проведения рубежного и итогового контроля устанавливается Учебным отделом.