



KURSPLAN

Kvalitetsstyrning och teknik, 7,5 högskolepoäng

Quality Management and Engineering, 7.5 credits

Kurskod:	TKYK19	Utbildningsnivå:	Grundnivå
Fastställd av:	VD 2018-12-04	Utbildningsområde:	Tekniska området
Gäller fr.o.m.:	2019-01-01	Ämnesgrupp:	IE1
Version:	1	Fördjupning:	G1F
		Huvudområde:	Industriell organisation och ekonomi

Lärandemål

Efter genomgången kurs skall studenten

Kunskap och förståelse

- show familiarity with the fundamental quality management principles, practices and tools - display knowledge of how to manage and improve operations using quality management methodologies and tools
- demonstrate comprehension of procedures and requirements of quality management systems and the support to sustainability

Färdighet och förmåga

- demonstrating skills of planning and conducting improvement projects using process mapping, quality improvement tools, statistical process control, design of experiments and customer-focused product development
- demonstrating the ability to collect, assess and analyze process information in order to systematically identify and solve quality related problems within industry and service

Värderingsförmåga och förhållningssätt

- demonstrating the ability to critically assess and discuss how quality management and engineering can contribute to industrial development through improvement of products and processes
- demonstrating the ability to critically assess and discuss the importance of quality applications to improve operations and support sustainability

Innehåll

The Quality Management (QM) and Engineering course provides knowledge and understanding to acquire business operational excellence through sound and practical Quality Management implementation.

Kursen innehåller följande moment:

- QM principles - cornerstones of Total Quality Management

- QM Practices
- QM Tools - problem solving approaches
- Design for Quality
- Production for Quality
- QM for sustainable development

Undervisningsformer

In order to encourage active learning and participation of students, the course is designed to include assignments connected to industry examples. The teaching consists of lectures, where theoretical perspectives are presented; seminars for discussion of cases; workshops for opportunities to apply central methods; and regular supervision to support the assignments.

Undervisningen bedrivs på engelska.

Förkunskapskrav

Grundläggande behörighet samt genomgången kurs i Ledarskap och projektledning, 7,5 hp (eller motsvarande kunskaper).

Examination och betyg

Kursen bedöms med betygen 5, 4, 3 eller Underkänd.

The course is examined through the group and individual assignments, and written examination. In order to pass the course the student needs to be approved on all three parts: group and individual assignments, and a written examination. The results from the examination are weighed together to form the final grade.

Poängregistrering av examinationen för kursen sker enligt följande system:

Examinationsmoment	Omfattning	Betyg
Skriftlig tentamen	3 hp	5/4/3/U
Inlämningsuppgifter	4,5 hp	U/G

Kurslitteratur

Kurslitteraturen fastställs en månad innan kursstart.

Title: Quality From Customer Needs to Customer Satisfaction

Author: Bo Bergman and Bengt Klefsjö

Publisher: Studentlitteratur, 2010