

# TOTAL QUALITY MANAGEMENT

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# Total Quality Management

- BUSINESS MANAGEMENT

- The Degree Programme (CdS) in Business Management (class LM-77) aims to provide students with the advanced knowledge and skills in management and entrepreneurship needed for effectively addressing problems of firms in a fast-changing society. The Study Plan is structured as follows:
- **Curriculum Business Management** (taught in English)
- Double Degree - La Sapienza Università di Roma - SRH Hochschule Berlin - Northern Illinois University – Dekalb Moscow State Institute of International Relations (MGIMO) - North-Caucasus Federal University (NCFU) - Institute of Economics and Management - Stavropol
- **Curriculum Marketing**
- **Curriculum General Management and Sustainability**

# Total Quality Management

- **Curriculum General Management and Sustainability ( Business Management)**
- **a modern management approach ....**
- **capacity to preserve in the long term the three functions of the environment : *supplier of resources, receiver of waste and direct source of utility.***
- **capacity to ensure wellbeing for everyone ( health, security, education and freedom) without distinction of class or gender**
- **capacity to generate economics indicators of *durable growth.***

# T.Q.M. Program

## **PART I**

- **Fundamentals of management**
- **Management system for ethics and sustainability**
- **The competitive priorities of the modern company**
- **Management system for ethics and sustainability**
- **The competitive priorities of the modern company**
- **Total Quality Management: definitions and principles**
- **Quality system**
- **Customer satisfaction**
- **Continual improvement for the Excellence: beyond Kaizen**

# Course Program

## Part II

- **Process management**
- **BPR, BRI, Six Sigma, DRW, QFD process management techniques (principles)**
- The quality control 7 tools
- Quality indicators
- Costs of quality
- Leadership and HR for quality Management
- Human centered Management and Compliance
- Quality and Sustainability for a responsible management
- *Quality and Standardization, Iso 9001 (principles)*

## Method of examination for attending students:

- 1) first intermediate test : **written multiple choice test ;**
- 2) *a multidisciplinary research conducted by the analysis of a scientific paper* with final presentation (evaluation: insufficient 0 – fair 0.5 - good 1- very good\*( **NOT MANDATORY**)
- 3) second intermediate test : **written multiple choice / or open question test \*** :
- 4) final oral exam for students for students who want to be re-interviewed on the first or second part of the program or to improve the grade.
- 5) **The intermediate tests, only cover specific parts of the course, RELATED WITH SPECIFIC TOPICS .**
- 6) The final exam is an *oral exam* for attending students, who have passed the intermediate tests. Student can students can take the exam on June or July **or they only can come and register the vote.**

\*The grade of the final exam is the result of the assessments of the intermediate tests /and eventually the final assessment of the oral exam. \*