

Production and Quality Management

Production and quality management (PQM) is a philosophy, methodology and system of tools aimed to create and maintain mechanism of organization's continuous improvement. It involves all departments and employees into improvement of processes and products. It helps to reduce costs and to meet and exceed needs and expectations of customers and other stakeholders of an organization. PQM encompasses the concepts of business and social excellence that is sustainable approach to organization's competition, efficiency improvement, leadership and partnership. The objectives of this course is to introduce the main principles of business and social excellence, to generate knowledge and skills of students to use models and quality management methodology for the implementation of total quality management in any sphere of business and public sector.

Module code

MANG 463

Semester

6th Semester

Credits

4 ECTS

Language

English

Duration

45 Hours / 2 Weeks

Study Program

For BA Study Programs – Management of Small and Medium Enterprises

Module Lecturers

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