

Course Description – Curriculum 2013

Subject: OM314 Quality Management

Credits: 3

Prerequisite: BA204 and OM313

Description: Development of quality management systems, fundamental of quality management – statistical process control, integrated quality management frameworks such as ISO9000, Six Sigma, and the TQA – Criteria for Performance Excellence, best practices of quality management in key business processes, delivery of the course: lectures, case study, group discussions, site visits, and term project