

MODULE 9: QUALITY

CODE: 960 091 Duration: 15 hours

Learning about Quality

- Learning about how quality principles are applied in manufacturing and service companies.
- Examining the personal attitudes and behaviours which promote quality.
- Learning about the impact of an office employee's work on quality.

Analyzing a Company's Level of Quality and Proposing Means to Improve It

- Comparing, on the basis of case studies, various business management methods and identifying the companies that promote quality.
- Identifying the aspects that a company should improve and developing a quality improvement plan.

Evaluating Their Ability to Develop in a Setting Committed to Quality

- Reflecting on their ability to adopt attitudes which are compatible with quality management.
- Identifying, on the basis of their personal experience, the attitudes and behaviours that are obstacles to achieving quality.
- Establishing the objectives and means which could help them improve their productivity.
- Examining how the work done within this module could affect the way they work