



Hochschule Osnabrück
University of Applied Sciences

Quality Management (Quality Engineering)

Modul 11M0672 (Version 10.0) vom 07.02.2015

Module number

11M0672

Level

4

Mission statement

Quality Management - in modern business and service organisations - is a system of planning, assurance and improvement of quality over all business processes of the organisation. For this methods and tools are available to initiate and support a comprehensive Quality Management Approach. It is the central objective of the module to provide information and understanding on this philosophy.

Course content

- Definitions of quality and quality management
- Quality characteristics and statistical methods to measure and improve quality
- TQM methods and tools of quality management, e.g. QFD, FMEA, SPC, DOE, QC, Poka Yoke
- Elements and implementation of quality management systems on the base of DIN EN ISO 9000ff and ISO/TS 16949
- Quality management in organisations of high and low volume production

Learning outcomes / skills

The students know about quality methods, quality systems and auditing. They understand Quality Management as a central process involving all levels and departments of a producing company or a business organisation.