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| **Approved Date:** |  | **Philadelphia University** |
| **Issue:** | **Faculty:** Business |
| **Credit Hours:** 3 hours | **Department:** Business Administration |
| **Degree:** Bachelor | **Course Syllabus** | **Academic Year:** 2022/2023 |

**Course Information**

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| --- | --- | --- | --- | --- |
| **Prerequisite** | | **Course Title** | | **Course No.** |
| **---** | | **Quality Management and Excellence** | | **033031000** |
| **Room No.** | **Class Time** | | **Course Type** | |
| **32306** | **8:15 M&W** | | Univirsity Requirement Fuclty Requirement   * Major Requirement  Elective  Compulsory | |

**Instructure Information**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **E-mail** | **Office Hours** | **Phone No.** | **Office No.** | **Name** |
| mar\_ahmed@philadelphia.edu.jo | Sun&Tu8-9:30  9:45-11:00Mon&W |  | 32406 | Dr. Marwa Ahmed |

**Course Delivery Method**

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| --- | --- | --- | --- |
| **Blended Online Physical** | | | |
| **Learning Model** | | | |
| **Physical** | **Asynchronous** | **Synchronous** | **Percentage** |
| **100%** | **--** | **-** |

**Course Description**

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| This course deals with the following topics:Definition of quality ,Total quality management and traditional management ,Quality control and quality assurance, Objective of quality .Scientists of quality  assurance ,Cost of quality ,Dimensions of quality,Quality assurance guide ,Lean 6 sigma,House of quality,Quality Circles,Cause and Effect Diagram. ,The total quality approach,The overview  of total  quality tools  Quality functions deployment ,Optimizing and controlling  process,Just on time lean manufacturing  and Importanting total quality management |

**Course Learning Outcomes**

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| --- | --- | --- |
| **Corresponding Program Outcomes** | **Outcome** | **Number** |
| **Knowledge** | | |
| **Kp1** | Definition of quality | **K1** |
| **Kp1** | Total quality management and traditional management | **K2** |
| **Kp1** | Quality control and quality assurance | **K3** |
| **Kp4** | Objective of quality | **K4** |
| **Kp2** | Describe the key elements in organizational design | **K5** |
| **Kp1** | Define leader and leadership | **K6** |
| **Skills** | | |
| **Sp1** | Eemploy Lean 6 sigma | **S1** |
| **Sp2** | Eemploy Quality Circles skills | **S2** |
| **Sp3** | Apply critical thinking skills in Just on time lean manufacturing  . | **S3** |
| **Competencies** | | |
| **Cp3** | Perform effectively on teamwork and display interpersonal skills in applying the Cause and Effect Diagram. | **C1** |

**Learning Resources**

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| --- | --- |
| * Quality Management for Organizational Excellence: Introduction to Total Quality, 9th editionDavid L. Goetsch. (2022). Pearson | **Course Textbook** |
| * اداره الجودة الشامله /رعد الطائي/2020 * اداره الجودة الشامله: مفاهيم و تطبيقات/محفوظ جودة/2018 * دور ادارة الجودة الشاملة في انشاء الميزة التنافسية/نور الدين حامد، نور الهدى بورغدة/2016 | **Supporting References** |
| [www.ebsco.com](http://www.ebsco.com)  <http://library.philadelphia.edu.jo/ST_EN.htm>  <https://bit.ly/3vblsIH> (APA7 Referencing) | **Supporting Websites** |
| **Classroom**  **laboratory Learning Platform Other** | **Teaching Environment** |

**Meetings and Subjects Time Table**

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| --- | --- | --- | --- | --- |
| **Learning Material** | **Task** | **Learning Method\*** | **Topic** | **Week** |
| Syllabus | * Introduce the instructor * Meet students * Class ground rules * Syllabus introduction | Orientation | Course introduction | **1** |
| * Chapter 1 | * Read chapter * Discussions * Video * Homework 1 | * Lecture * Collaborative learning | Definition of quality ,Total quality management and traditional management | **2** |
| * Chapter 1 * . | * Read chapter * Peer review | * Lecture * Flipped class | Quality control and quality assurance | **3** |
| * Chapter 1 | * Read chapter * Group Discussion | * Lecture * Collaborative learning | Scientists of quality  assurance ,Cost of quality | **4** |
| * Chapter 1 | * Discussion * Mind mapping and Brainstorming | * Lecture * Problem solving based learning. | Dimensions of quality,Quality assurance guide | **5** |
| * Chapter 2 | * Mind mapping and Brainstorming | * Lecture * Problem solving based learning. | Lean 6 sigma,House of quality | **6** |
| * Chapter 2 | * Discussion * One minute paper | * Lecture * Collaborative learning | Cause and Effect Diagram.  The total quality approach | **7** |
| * Chapter 2 | * Read chapter * Mind mapping and Brainstorming | * Lecture * Problem solving based | The overview  of total  quality tools  . | **8.a** |
| **Mid-term Exam** | | | | **8.b** |
| * Chapter 3 * Students’ research | * Read chapter * Peer review | * Flipped class | Quality functions deployment  , | **9** |
| * Chapter 3 | * Read chapter * Discussions * Video | * Lecture * Collaborative learning | Optimizing and controlling  process | **10** |
| * Chapter 4 | * Read chapter * Discussion * One minute paper | * Lecture * Collaborative learning | Just on time | **11** |
| * Chapter 4 * Research Article | * Read chapter * Discussion * Video * Homework 2 | * Lecture * Collaborative learning | manufacturing  and Importanting total quality management | **12** |
| * Chapter 5 * Students’ research | * Read chapter * Moc-prsentation * Peer review | * Lecture * Flipped class | Quality circles | **13** |
| * Chapter 5 | * Read chapter * Mind mapping and Brainstorming | * Lecture * Problem solving based | Case studies | **14** |
| * Students’ research | * Presentations | * Project based learning | Group Presentation | **15** |
| **Final Exam** | | | | **16** |

\*Includes: lecture, flipped Class, project based learning, problem solving based learning, collaboration learning.

**Course Contributing to Learner Skill Development**

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| **Using Technology** |
| * Students will use several offline software (i.e Microsoft Office) or online software (i.e Prezi and Google Slides) to deliver their presentations. * Students will use the internet search engines to capture needed data and information to perform their assignments. * Students will use the electronic email for submitting the required documents. |
| **Communication Skills** |
| * Students will develop their verbal and nonverbal communication skills by participating in classroom activities, group work, and presentations. * Students will use creative and critical thinking while participating in classroom discussions, solving issues, and performing various assignments. |
| **Application of Concept Learnt** |
| * Students will reflect on the acquired knowledge of quality controlmanagement concepts, principles, and models using adult learning methods (i.e Experiential and project-based learning) |

**Assessment Methods and Grade Distribution**

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| --- | --- | --- | --- |
| **Course Outcomes**  **to be Assessed** | **Assessment Time**  **(Week No.)** | **Grade** | **Assessment Methods** |
| **K1, K2, K3 S3** | **8th week** | **30 %** | **Mid Term Exam** |
| **S1, S2**  **C1** | **Continuous** | **30 %** | **Term Works\*** |
| **K4, K5, K6**  **S3** | **16th week** | **40 %** | **Final Exam** |
|  |  | **100%** | **Total** |

\* Include: quizzes, in-class and out of class assignment, presentations, reports,

videotaped assignment, group or individual project.

**Alignment of Course Outcomes with Learning and Assessment Methods**

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| --- | --- | --- | --- |
| **Assessment Method\*\*** | **Learning Method\*** | **Learning Outcomes** | **Number** |
| **Knowledge** | | | |
| * Exam * In-class Activities * Presentation * Assignment | * Lecture * Collaborative learning * Flipped class | Definition of quality ,Total quality management and traditional management | **K1** |
| * Exam * In-class Activities | * Lecture * Collaborative learning * Problem solving based learning. | Explain the Quality control and quality assurance | **K2** |
| * In-class Activities | * Lecture * Collaborative learning * Problem solving based learning. | Classify the Scientists of quality  assurance ,Cost of quality | **K3** |
| * Presentation | * Lecture * Collaborative learning * Flipped class | Specify the constraints and Dimensions of quality | **K4** |
| * Assignment | * Lecture * Collaborative learning | Describe the key elements inQuality assurance guide | **K5** |
| * Exam * In-class Activities | * Lecture * Problem solving based * Flipped class | Define House of quality | **K6** |
| **Skills** | | | |
| * Presentation * Group Assignment | * Collaborative learning * Project based learning | Communicating effectively in all forms, written, visual and oral, for operating efficiently in the business environment. | **S1** |
| * In-class activities * Presentation * Group Assignment | * Collaborative learning * Project based learning | Eemploy Lean 6 sigma | **S2** |
| * Individual and group assignment | * Collaborative learning * Problem solving based learning. | Apply critical thinking skills in decision-making and solving individual, Just on time | **S3** |
| **Competencies** | | | |
| * Presentation * Group Assignment | * Flipped class * Project based learning | Perform effectively on teamwork and display interpersonal skills in applying the manufacturing  and Importanting total quality management | **C1** |

\*Include: lecture, flipped class, project based learning, problem solving based learning, collaboration learning.

\*\* Include: quizzes, in-class and out of class assignments, presentations, reports, videotaped assignments, group or individual projects.

**Course Polices**

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| **Policy Requirements** | **Policy** |
| The minimum pass for the course is (50%) and the minimum final mark is (35%). | **Passing Grade** |
| * Anyone absent from a declared semester exam without a sick or compulsive excuse accepted by the dean of the college that proposes the course, a zero mark shall be placed on that exam and calculated in his final mark. * Anyone absent from a declared semester exam with a sick or compulsive excuse accepted by the dean of the college that proposes the course must submit proof of his excuse within a week from the date of the excuse’s disappearance, and in this case, the subject teacher must hold a compensation exam for the student. * Anyone absent from a final exam with a sick excuse or a compulsive excuse accepted by the dean of the college that proposes the material must submit proof of his excuse within three days from the date of holding that exam. | **Missing Exams** |
| The student is not allowed to be absent more than (15%) of the total hours prescribed for the course, which equates to six lecture days (n t) and seven lectures (days). If the student misses more than (15%) of the total hours prescribed for the course without a satisfactory or compulsive excuse accepted by the dean of the faculty, he is prohibited from taking the final exam and his result in that subject is considered (zero), but if the absence is due to illness or a compulsive excuse accepted by the dean of the college that The article is introduced, it is considered withdrawn from that article, and the provisions of withdrawal shall apply to it. | **Attendance** |
| Philadelphia University pays special attention to the issue of academic integrity, and the penalties stipulated in the university's instructions are applied to those who are proven to have committed an act that violates academic integrity, such as cheating, plagiarism (academic theft), collusion, intellectual property rights. | **Academic Integrity** |

**Program Learning Outcomes to be Assessed in this Course**

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| --- | --- | --- | --- | --- |
| **Targeted Performance level** | **Assessment Method** | **Course Title** | **Learning Outcome** | **Number** |
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**Description of Program learning Outcomes Assessment Method**

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| **Detailed Description of Assessment** | **Number** |
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**Assessment Rubric of the Program Learning Outcomes**

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