

General Information	
Academic subject	Theory and technique of quality
Degree course	Business strategies and management
Curriculum	//
ECTS credits	6
Compulsory attendance	Yes
Language	Italian

Subject teacher	Name Surname	Mail address	SSD
	Giuseppe Tassielli	giuseppe.tassielli@uniba.it	SECS-P/13

ECTS credits details	Area		CFU/ETCS
Basic teaching activities	Business administration		6

Class schedule	
Period	I semester
Year	2021/22
Type of class	Lessons

Time management	
Hours	150
In-class study hours	60
Out-of-class study hours	90

Academic calendar	
Class begins	13/9/2021
Class ends	22/12/2021

Syllabus	
Prerequisites/requirements	None
Expected learning outcomes	<p>Knowledge and understanding on:</p> <p>The Quality Theory and Technique student will have to possess the fundamental knowledge for the management of companies, with particular reference to the processes that allow the management and improvement of quality. An indispensable basis will be the mastery of the process analysis methodology to support strategic business management. These objectives will be achieved with participation in classroom lessons, exercises in working groups and with the commitment of personal study required by the training activities.</p> <p>Applying knowledge and understanding on:</p> <p>The student, understanding the strategic context of the company, will be able to apply analysis techniques to design, implement and manage a corporate quality system. The individual study of the proposed texts and the examination of business cases illustrated in the course of the proposed activities contribute to achieving these skills.</p>

	<ul style="list-style-type: none"> • Making informed judgments and choices The student will have to acquire the ability to analyze the main organizational information of the company, to be able to operate with autonomy and authority, selecting the necessary tools to govern the problems that companies must face to improve the quality of their organizations. • Communicating knowledge and understanding The student will be able to effectively communicate ideas and solutions regarding the analysis of business processes. He will be able to communicate with collaborators in the business and professional sphere, clearly explaining his conclusions relating to the topics analyzed. Communication skills will be developed during the various activities that involve the presentation of reports by students and as part of the preparation and discussion of the final exam. • Capacities to continue learning The student will have acquired, with participation in classroom activities and laboratories and finally with the preparation of the final exam, the ability to independently investigate issues relating to the implementation of a corporate quality system and the use of product certification.
Contents	<p>Quality theory Introduction to the concepts of quality. Quality from a product point of view. Historical evolution of the concept of quality. From product control to process control. From quality as a cost to quality as a value. The quality systems. The standardization and certification system in Europe and Italy. The ISO 9000 series standards. Quality certification and excellence: the quality awards. Product quality and related certification. Quality design and related techniques (Six Sigma, Quality Function Deployment, Benchmarking).</p> <p>Quality technique The methods of conducting the project for the creation of a Quality System. Setting up a business quality plan. The planning of activities. Analysis of the production cycle of the product or service. Setting up operational or management procedures. Definition of process control indicators. Carrying out the audit activities.</p>
Course program	
Bibliography	Lucio Cappelli, Maria Francesca Renzi, Management della qualità, CEDAM
Notes	None
Teaching methods	Lessons
Assessment methods	Oral examination
Evaluation criteria	<ul style="list-style-type: none"> • Knowledge and understanding The trainee possesses the fundamental knowledge for the management of businesses, with particular reference to the processes that allow for the management and improvement of quality, and masters the methodology of process analysis to support strategic business management. <p>Learning level: Sufficient: basic knowledge Good: thorough knowledge Great: complete knowledge</p>

	<ul style="list-style-type: none"> • Applied knowledge and understanding The student understands the strategic context of the company and is able to apply analysis techniques to design, implement and manage a corporate quality system. Learning level: Sufficient: basic knowledge Good: thorough knowledge Great: complete knowledge • Autonomy of judgment The student has acquired the ability to analyze the main organizational information of the company and is able to select the tools necessary to govern the problems that companies must face to improve the quality of their organizations. Learning level: Sufficient: basic knowledge Good: thorough knowledge Great: complete knowledge • Communication skills The student will be able to effectively communicate ideas and solutions regarding the analysis of business processes. Learning level: Sufficient: basic knowledge Good: thorough knowledge Great: complete knowledge • Capacities to continue learning The student will have acquired the ability to independently investigate issues relating to the implementation of a corporate quality system and the use of product certification systems with a critical approach. Learning level: Sufficient: basic knowledge Good: thorough knowledge Great: complete knowledge
Further information	//