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| Professor name | Amicarelli Vera |
| Master in | BUSINESS PROFESSIONAL CONSULTING |
| Academic year | 2015-2016 |
| Semester | I semester |
| ECTS / CFU | 6 |
| Scientific Area Code | SECS-P/13 |

Course unit title: Quality Theory and Technique (a.y.2015/2016)

(Prof. Vera Amicarelli)

University of Bari Aldo Moro

Master in *Business Professional Consulting*

Aims of the course

The aim of the course is enlarge students knowledge and skills relevant to the implementation and management of quality theory and technique. At the end of the course this specialist will have the tools to follow Italian and European policies and dispositions related to this issue and to implement quality systems to improve business performances.

Course content:

- Quality: definitions and terminology.
- Quality history and evolution of quality concept .
- From product control to process control.
- Quality within the company from cost to value.
- The cost of quality.
- Quality improvement: European and national instruments and regulations
- Quality system management within the company implementing different certifications.

Compulsory reading – study material

Chiacchierini E., 2012, *Tecnologia e produzione*, CEDAM, Trento (cap. 5)

Leoci B., *Cicli produttivi e merci*, Aracne, 2007 (capitolo 21)

Andreini P., (a cura di), *Qualità, Certificazione, Competitività*, 2004, HOEPLI, (Parte I: cap. 1-3; Parte II: tutta; Parte III: cap. 9; Parte VI 28 e 31).

Teaching methods

- Direct contact
Lectures: Yes
Tutorials: Yes
- Personal work
Case studies – in group: Yes

Assessment methods

- Assignment: No
- Written without oral presentation: No
- Oral presentation: Yes

This course is in e-learning Web Site Faculty area: No