

- Faculté des sciences économiques
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Quality Control and International Certification (5EN2018)

Filières concernées	Nombre d'heures	Validation	Crédits ECTS
Master en développement international des affaires	Cours: 4 ph	cont. continu	3
Master en sciences économiques, orientation politique économique	Cours: 4 ph	cont. continu	3
Master en statistique (avant 2015)	Cours: 4 ph	cont. continu	3

ph=période hebdomadaire, pg=période globale, j=jour, dj=demi-jour, h=heure, min=minute

Période d'enseignement:

- Semestre Automne

Equipe enseignante:

Dr. Nathan Kunz
Lecturer (Chargé d'enseignement)
+41 32 718 1334 - nathan.kunz@unine.ch

Lecture hours: Monday, 2:00pm – 6:00pm (every week, from 15.09.2014 to 03.11.2014)

Objectifs:

Quality management systems have to satisfy the needs and expectations of customers and legal authorities. Increased customer requirements, new technological developments and increased internationalization mean that a focus on quality is necessary for all organizations who want to strengthen their competitiveness on the world market. At the end of this course, the students will understand the principles of quality management, be able to apply quality management methods and tools, and have an understanding of different certification systems

Contenu:

The course will be organized in three parts:

1. Quality management principles (Session 1)

In this part, we will look at the underlying principles and history of quality management. We will try to understand the link between quality and customer satisfaction, and identify the return on quality.

2. Quality management tools (Sessions 2-5)

In this part, we will study the most important quality management tools:

- Statistical Process Control and Process Capability
- Improvement tools / 6-sigma / Lean Management
- Robust Design / FMEA / TPM
- Performance Measurement System / BSC / Half Life System

3. Quality certification and standards (Session 6)

In this last session, we will concentrate on different certification systems(e.g., ISO 9000, 14000, etc.) and understand their specificities.

Forme de l'évaluation:

Continuous evaluation based on written management summaries, presentations and a final 2h exam.

Retake exam session (September): 2 hour written exam

Documentation:

Optional book:

- Evans, J.R., Lindsay, W.M.: Managing for Quality and Performance Excellence, South-Western Cengage Learning Pub; 8th edition, 2010.
- Related research articles

Pré-requis:

Basics of statistics (normal distribution, standard deviation, etc.)

Forme de l'enseignement:

Teaching method: Lectures, Case Studies, Exercises

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