

- Faculté des sciences économiques
- www.unine.ch/seco

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	6
Master en sciences économiques, orientation politique économique	Cours: 4 ph	cont. continu	6
Master en statistique	Cours: 4 ph	cont. continu	6

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

Période d'enseignement:

- Semestre Automne

Equipe enseignante:

Prof. Gerald Reiner
Institut de l'entreprise
Fbg de l'Hôpital 106, 4ème étage, CH-2000 NEUCHÂTEL
+41 32 718 1473 - gerald.reiner@unine.ch

Objectifs:

Quality management systems have to satisfy, the needs and expectations of the customers and legal authorities. Increased customer requirements, new technological developments and increased internationalization mean that a focus on quality as well as security improvements is necessary for all organizations, who want to strengthen their competitiveness on the world market. At the end of this course we will view Quality Management from the point of view of a general manager. The students understand the dynamic impact of quality on company performance and know how methods and technological tools can be applied to support quality management.

Contenu:

Content

We will focus on the following issues:

- Quality concepts / history of quality management
- Quality management system standards: ISO 9000ff, etc.
- TQM / Business Excellence Models / Quality Awards
- Managing Sustainability
- Customer oriented Product and Process Development: Quality Function Deployment and FMEA
- 6-sigma
- Satisfaction and loyalty of customers
- Return on quality
- System dynamics (application of VENSIM PLE)

Forme de l'évaluation:

Continuous evaluation based on write ups, seminar thesis, presentations and final 2h exam.
Retake exam session (September): 2 hour written exam

Documentation:

- Bergman, B., Klefsjö, B.: Quality from Customer Needs to Customer Satisfaction, Studentlitteratur AB, 2nd edition, 2004
- 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:

Prerequisite: --

Forme de l'enseignement:

Teaching method: Lectures, Case Studies, Exercises, Computer based learning, accompanying project (seminar thesis and presentations)

- Faculté des sciences économiques
- www.unine.ch/seco

Quality Control and International Certification (5EN2018)