

5.0 credits	30.0 h + 30.0 h	2q
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Teacher(s) :	Valentin Thibault ;
Language :	Français
Place of the course	Louvain-la-Neuve
Inline resources:	<p>&gt; <a href="http://icampus.uclouvain.be/claroline/course/index.php?cid=LMECA2711">http://icampus.uclouvain.be/claroline/course/index.php?cid=LMECA2711</a></p> <p>The enterprise simulation platform is also available online (for more info, please see &gt; <a href="http://www.cesim.com">www.cesim.com</a>).</p>
Main themes :	Quality : definition and history The link between quality and other facets of the enterprise The quality improvement methods
Aims :	At the end of the course, the student will be able to : Define what is quality with a focus on historical and cultural aspects. Illustrate the links between quality management and strategy on one side and with HR management on the other side. Choose a quality improvement tool and apply it to a specific situation. Define a long term quality management strategy and implement it through an enterprise simulation. <i>The contribution of this Teaching Unit to the development and command of the skills and learning outcomes of the programme(s) can be accessed at the end of this sheet, in the section entitled "Programmes/courses offering this Teaching Unit".</i>
Evaluation methods :	The final grade will be based on -- the participation to the enterprise simulation (50%) -- an oral examination (50%).
Teaching methods :	The course is based on lectures and will be illustrated by several examples and use cases. Speakers from enterprise world will also be invited to illustrate some topics. During exercise periods, students will get the opportunity to practice the concepts presented. They will participate to an enterprise simulation game that will allow them to play the role of managers
Content :	-- Philosophy and concepts <ul style="list-style-type: none"> <li>o Definition and key elements</li> <li>o Quality and global competitiveness</li> <li>o Quality Management, Ethics and Corporate responsibility</li> <li>o Quality Culture</li> <li>o Customer satisfaction</li> </ul> -- Tools and techniques <ul style="list-style-type: none"> <li>o Quality function deployment</li> <li>o Statistical process control</li> <li>o Six Sigma, Lean,'                             <ul style="list-style-type: none"> <li>o Implementing total quality management</li> </ul> </li> </ul>
Bibliography :	« Processus et Entreprise 2.0 - Innover par la collaboration et le Lean management », Yves Caseau, 2011. «Quality Management for organizational excellence: introduction to total quality », David Goetsch & mp; Stanley Davis, 2012.
Cycle and year of study :	> <a href="#">Master [120] in Mechanical Engineering</a>
Faculty or entity in charge:	MECA