

5.0 credits	30.0 h	2q
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Teacher(s) :	van Rijckevorsel Roland ; Bourgois Charles-Henri ;
Language :	Français
Place of the course	Mons
Main themes :	Quality Definition and issues. Total Quality Management. Standards, norms and frameworks Main HSE standards (ISO 9000, ISO 14000), EFQM framework, European Directives Quality management tools PDCA, Ishikawa diagram of cause and effect, Pareto diagram, Poka-Yoke, FMEA, 14 Deming points, Six Sigma method, Tagushi methods Energy efficiency Case studies.
Aims :	On completion of this course, students will: -- have a good overview of various aspects of quality management, safety and environmental protection; be able to help improve the HSE performance of the company and to establish its reputation as a responsible business. <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 :	-- Written examination -- Group work.
Teaching methods :	-- Lectures -- Contributions from practitioners -- Case studies
Bibliography :	GITLOW, H., OPPENHEIM, A., OPPENHEIM, R., LEVINE, D (2005), Quality Management, Tools and Methods for Improvement, 3rd ed., McGraw-Hill.
Cycle and year of study :	<a href="#">&gt; Master [120] in Business engineering</a> <a href="#">&gt; Master [120] in Business Engineering</a>
Faculty or entity in charge:	BLSM