



**INSTITUT TEKNOLOGI SEPULUH NOPEMBER
FACULTY OF SCIENCE AND DATA ANALYTICS
DEPARTMENT OF STATISTICS
STATISTICS UNDERGRADUATE PROGRAM**

Course	Course Name	: Quality Management
	Course Code	: SS234743
	Credit	: 3 SKS
	Semester	: VII

COURSE DESCRIPTION

Quality Management is one of the study materials in the field of Business and Industry. If in MCC studied techniques monitoring the quality of products and processes, then in QM the main point of learning is to learn how to manage and improve quality continuously. Therefore in mm courses the principles of quality management. The learning strategy is through discussions, presentations, assignments and equipped with field lecture activities. Field lecture is a visit to the company to know the implementation of quality management in the company, both manufacturing and services.

PROGRAM LEARNING OUTCOME

- PLO-2 Able to study and utilize science and technology in order to apply it to certain areas of expertise, and be able to make appropriate decisions from the results of their own work or group work in the form of final project reports or other forms of learning activities whose output is equivalent to the Final Project through logical, critical thinking, systematic and innovative
- PLO-9 Able to apply statistical methods to analyze theoretical and real problems
- PLO-10 Able to apply business, industrial, economic, social, health or environmental statistical methods to real problems

COURSE LEARNING OUTCOME

- CLO.1 Can explain the concepts and principles of Quality Management
- CLO.2 Able to formulate quality management problem solving
- CLO.3 Able to apply Statistics method in Quality Management to perform data analysis
- CLO.4 Able to identify, formulate, and solve statistical problems using Quality Management techniques
- CLO.5 Able to use the computing techniques and modern computer devices needed to solve Quality Management problems
- CLO.6 Quality Management problems
- CLO.7 Have knowledge of current and upcoming issues related to the field of Quality Management
- CLO.8 Able to communicate effectively and cooperate in interdisciplinary and multidisciplinary teams
- CLO.9 Has professional responsibilities and ethics
Able to motivate yourself to think creatively and learn throughout life

MAIN SUBJECT

1. Understanding Quality Management.

2. ISO 9001:2008 clause 4.1
3. Quality Management System: ISO 9000:2008 Clause 4.2.
4. QMS : ISO 9000:2008 Clause 5
5. QMS : ISO 9000:2008 Clauses, 6,7 and 8.
6. Measurement, analysis and improvement.
7. Six Sigma Approach.
8. Lean Six Sigma

PREREQUISITE

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REFERENCES

1. Desmond, Bell; Bride, Philip Mc; and Wilson, George. 1994. Managing Quality the institute of management. 1th edition. Butterworth Heineman Ltd.
2. International Standar ISO 9001:2008
1. Pande; S, Peter; Neuman, Robert P.; and Cavanagh, Roland R. 2007. The six sigma Way, bagaimana GE, Motorola, dan perusahaan terkenal lainnya mengasah kinerja mereka. Penerbit Andi Yogyakarta.