



Faculty of Social Sciences

SMMY31, Sustainable Quality Management, 7.5 credits

Hållbar kvalitetsledning, 7,5 högskolepoäng

Second Cycle / Avancerad nivå

Details of approval

The syllabus was approved by the board of the Department of Service Studies on 2023-11-15. The syllabus comes into effect 2024-03-01 and is valid from the autumn semester 2024.

General information

The course is offered as a freestanding course and as an elective course in the Master's programme in Service Management (SASMA), 120 credits.

Language of instruction: English

Main field of study Specialisation

Service Management A1N, Second cycle, has only first-cycle course/s as entry requirements

Learning outcomes

For a grade of Pass on the course, the students shall be able to:

Knowledge and understanding

- demonstrate knowledge and understanding of the historical emergence and development of quality management theories, and
- understand and explain theories, concepts and models for quality management in organisational contexts

Competence and skills

- independently analyse and establish relevant and central organisational processes and activities for sustainable quality management, and

- use and explain relevant theories, concepts and models for management and evaluation of sustainable quality in organisational contexts

Judgement and approach

- critically review and reflect on organisational approaches to the use of quality management models and quality management theories.

Course content

The course is intended to give the student theoretical and conceptual knowledge as well as practical ability for management of sustainable quality in organisational contexts.

The course consists of three parts: Part one introduces the historical emergence and development of quality management. Part two introduces central theories, concepts, processes, tools, methods and models for sustainable quality management. Part three covers how organisations perform regarding quality in different organisational activities and processes.

Course design

Teaching consists of lectures and seminars.

Unless there are valid reasons to the contrary, participation in seminars is compulsory. Students who have been unable to participate through no fault of their own due to circumstances such as an accident or sudden illness will be offered the opportunity to compensate for or re-take compulsory components. This also applies to students who have missed teaching sessions because of elected office duties, e.g. as a student representative.

Assessment

Assessment of the course is based on the following:

- Seminars and seminar assignment in groups (3 credits)
- Individual invigilated exam (4.5 credits)

The course includes opportunities for assessment at a first examination, a re-examination close to the first examination and a second re-sit for courses completed in the past year (catch-up exam). Within a year after a major change to the course or its cancellation, at least two further opportunities for assessment are offered on the same course content. After this, further re-examination opportunities are offered but in accordance with the current course syllabus.

The examiner, in consultation with Disability Support Services, may deviate from the regular form of examination in order to provide a permanently disabled student with a form of examination equivalent to that of a student without a disability.

Grades

Grading scale includes the grades: Fail, E, D, C, B, A

For a grade of Pass, the student must fulfil the learning outcomes specified for the course. For a grade of A, the learning outcomes must be fulfilled in an excellent way. For a grade of B, the learning outcomes must be fulfilled in a very good way. For a grade of C, the learning outcomes must be fulfilled in a good way. For a grade of D, the learning outcomes must be fulfilled in a satisfactory way. For a grade of E, the learning outcomes must be fulfilled in an acceptable way. Module code 2401 is an exception to the grading scale above. The grades awarded for this component are Pass or Fail.

A grade of Pass for the whole course requires the student to obtain at least the grade of E on module code 2402 and the grade of Pass on module code 2401.

At the start of the course, students are informed about the learning outcomes stated in the syllabus and about the grading scale and how it is applied in the course.

Entry requirements

Bachelor's degree that includes at least 180 credits, of which at least 90 credits or equivalent in social sciences, business administration or equivalent. English 6/English B.