



EH2030 Business Development and Quality Management 7.5 credits

Verksamhetsutveckling och kvalitet

This is a translation of the Swedish, legally binding, course syllabus.

Establishment

Course syllabus for EH2030 valid from Autumn 2007

Grading scale

A, B, C, D, E, FX, F

Education cycle

Second cycle

Main field of study

Specific prerequisites

Language of instruction

The language of instruction is specified in the course offering information in the course catalogue.

Intended learning outcomes

The overall aim of this course is to offer a basic understanding on how companies and other organizations work today with quality management. Knowledge about commonly used tools and methods is presented.

Upon completion of this course participants shall:

- have gained an understanding about the importance of and possibilities with quality and business development
- be able to take part in a company's quality activities and identify necessary tools and methods

be able to use basic tools and methods commonly used when improving and developing an organization.

Course contents

Kvalitet och totalkvalitet. Utveckling mot totalkvalitet och verksamhetsutveckling. Kvalitet och lönsamhet. De framgångsrika företagen. Processer och processorientering. Styra och analysera en verksamhet. Variationer och statistiska metoder. Kvalitet vid utveckling av varor och tjänster. Att säkerställa kvalitet vid inköp. Ständiga förbättringar. Sex Sigma. Människan och kvalitet. Ledarskap för kvalitet och verksamhetsutveckling. Ledningssystem och ISO 9000.

Course literature

Announced at start of course.

Examination

- SEM1 - Lecture, 1.5 credits, grading scale: P, F
- INL1 - Assignment, 3.0 credits, grading scale: P, F
- INL2 - Assignment, 3.0 credits, grading scale: P, F

Based on recommendation from KTH's coordinator for disabilities, the examiner will decide how to adapt an examination for students with documented disability.

The examiner may apply another examination format when re-examining individual students.

If the course is discontinued, students may request to be examined during the following two academic years.

Other requirements for final grade

Approved written exercises (INL1+2; 6 cr) and 80 % class attendance (SEM1; 1,5 cr).

Ethical approach

- All members of a group are responsible for the group's work.
- In any assessment, every student shall honestly disclose any help received and sources used.
- In an oral assessment, every student shall be able to present and answer questions about the entire assignment and solution.