



HM1005 Quality Assurance 7.5 credits

Kvalitetssäkring och verksamhetsförbättring

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

Establishment

Course syllabus for HM1005 valid from Autumn 2011

Grading scale

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

Education cycle

First cycle

Main field of study

Industrial Management, Technology

Specific prerequisites

No specific previous knowledge in the field is required, only general permission to read at Swedish universities.

Language of instruction

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

Intended learning outcomes

The objective of this course on quality is to prepare students for the role of engineer in their future working life. After the course, students will be able to apply basic theoretical knowledge on areas of quality assurance, and business improvement in organizational contexts. They should be able to:

- explaining the general need for offensive quality work from the aspect of competitiveness/success
- develop a business strategy with regard to quality
- explain the customer's role in the work with quality and how a company should work with their customers
- illustrate the basics of management system ISO 9000 and broadly explain how ISO 90001 works
- explain the principles of how quality work can be assessed
- explain the most important principles for the management and development of quality work
- distinguish the big improvement programs in the quality movement
- illustrate the quality movement's growth

Course contents

The course is divided into two parts:

Part I provides the basics of quality work

Part II provides the basics of management system for quality work

Disposition

This course provides an introduction to quality work, which is an important aspect for the success of all activities. The course is based on a combination of lectures, theoretical studies, practical exercises and own work to create an environment for deep learning.

Course literature

Bergman & Klefsjö (2007). Kvalitet från behov till användning. Fjärde upplagan. Lund: Studentlitteratur.

Examination

- SEM1 - Seminar, 4.5 credits, grading scale: P, F
- TEN1 - Examination, 3.0 credits, grading scale: A, B, C, D, E, FX, 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 exercises seminar accounting and approved written examination.

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.