

325-318 Quality and Business Process Management

Credit Points:	12.500
Level:	Undergraduate
Dates & Locations:	2008, This subject commences in the following study period/s: Semester 2, - Taught on campus.
Time Commitment:	Contact Hours: Two 1-hour lectures and a 1-hour tutorial per week Total Time Commitment: Not available
Prerequisites:	<u>325-203 Managing Operations</u> (/view/2008/325-203) .
Corequisites:	None
Recommended Background Knowledge:	None
Non Allowed Subjects:	None
Core Participation Requirements:	<p><p>For the purposes of considering request for Reasonable Adjustments under the Disability Standards for Education (Cwth 2005), and Student Support and Engagement Policy, academic requirements for this subject are articulated in the Subject Overview, Learning Outcomes, Assessment and Generic Skills sections of this entry.</p> <p>It is University policy to take all reasonable steps to minimise the impact of disability upon academic study, and reasonable adjustments will be made to enhance a student's participation in the University's programs. Students who feel their disability may impact on meeting the requirements of this subject are encouraged to discuss this matter with a Faculty Student Adviser and Student Equity and Disability Support: http://services.unimelb.edu.au/disability</p></p>
Coordinator:	Dr Prakash Singh
Subject Overview:	<p>This subject develops an understanding of the philosophy, concepts and practical methods by which firms can pursue 'quality management' and best practices. The subject will use the management literature on quality and case studies of organisations with a strong customer and process management focus. It will emphasise the internal arrangements that are needed to support such a focus. The 'quality organisation' is focused on achieving an acute customer focus and translating that into service and product designs, then achieving process control in the supply of value adding products, services and activities. Continuous improvement of all processes and the involvement of staff at all levels is a prerequisite for achieving this. Many of the world's best companies, such as Toyota and GE, have achieved their leadership positions through the pursuit of quality-based initiatives, and this subject includes a review of recent studies that have shown the performance improvements that are available.</p>
Assessment:	A 2-hour examination (60%) and assignment(s) totalling not more than 4000 words (40%).
Prescribed Texts:	None
Recommended Texts:	Information Not Available
Breadth Options:	<p>This subject is a level 2 or level 3 subject and is not available to new generation degree students as a breadth option in 2008.</p> <p>This subject or an equivalent will be available as breadth in the future.</p> <p>Breadth subjects are currently being developed and these existing subject details can be used as guide to the type of options that might be available.</p> <p>2009 subjects to be offered as breadth will be finalised before re-enrolment for 2009 starts in early October.</p>
Fees Information:	Subject EFTSL, Level, Discipline & Census Date, http://enrolment.unimelb.edu.au/fees

Generic Skills:	<ul style="list-style-type: none"># High level of development: written communication; problem solving; application of theory to practice; interpretation and analysis; synthesis of data and other information; evaluation of data and other information; receptiveness to alternative ideas.# Moderate level of development: oral communication; collaborative learning; team work; statistical reasoning; critical thinking.# Some level of development: use of computer software; accessing data and other information from a range of sources.
Related Course(s):	Graduate Diploma in Management Studies