

## Module Layout ΔΤΠ521/ Total Quality Management and Excellence Models

<b>Faculty</b>	ΣΟΕΔ	Faculty of Economics and Management		
<b>Programme of Study</b>	ΔΤΠ	Management, Technology and Quality		
<b>Module</b>	ΔΤΠ521	Total Quality Management and Excellence Models		
<b>Level of Study</b>	<b>Undergraduate</b>		<b>Graduate</b>	
		<b>Master</b>	<b>Doctoral</b>	
		√		
<b>Language of Instruction</b>	Greek			
<b>Mode of Delivery</b>	Distance			
<b>Module Type</b>	<b>Required</b>		<b>Electives</b>	
		√		
<b>Number of Group Consulting Meetings</b>	<b>Total</b>	<b>Physical Presence</b>	<b>Online</b>	
	5	-	5	
<b>Number of Assignments</b>	2			
<b>Final Grade Calculation</b>	<b>Assignments</b>	<b>Weekly Activities</b>	<b>Final Exam</b>	
	30 %	10 %	60 %	
<b>Number of European Credit Transfer System (ECTS)</b>	10			

### Module Description

The objective of Module ΔΤΠ521 «*Total Quality Management and Excellence Models*», is to contribute towards the graduation of executives with modern and comprehensive knowledge of Total Quality Management and the Excellence models used by various Organizations. These organizations may fall within the services sector, the industrial sector or even in the public sector.

In this module initially there will be the presentation and description of the basic principles on which Total Quality Management is based and founded, to be followed by an analysis of the philosophy, the teachings and the total quality models of various gurus, such as Deming, Juran and Crosby. There will also be a discussion of various excellence models, as for example the European Foundation of Quality Management (EFQM) model, the Malcolm Baldrige National Quality Award (MBNQA) model, the ISO 9000 series standards and other frameworks that are popular among many organizations.

### Pre-requisite Modules

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### Co-requisite Modules

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### Grading Scheme

<b>Assessment Method</b>	<b>Percentage on Final Grade</b>	<b>Workload</b>	
		<b>Hours</b>	<b>ECTS</b>
<b>Study Week</b> (13 weeks * ~12 hours of study) (2 weeks * ~18 hours of study)	0 %	~180 - ~210	7
<b>Weekly Interactive Activities</b>	10 %	~25 - ~30	1
<b>Assignment 1</b>	15 %	~25 - ~30	1

<b>Assignment 2</b>	15 %	~25 - ~30	1
<b>Final/Repeat Examination</b>	60 %	3	-
<b>Total</b>	<b>100%</b>	<b>~250 - ~300</b>	<b>10</b>

### **Grading Rules and Assessment methods**

- Students are evaluated with 9, if they earn 90% of the possible grade, i.e.  $90\% \cdot 10 = 9$ , etc.
- Passing rate
  - 50% of the Assignments
  - 50% of the Interactive Activities
  - Students are allowed to participate in the final exam of a Module if they have overall earned the minimum grade ( $\geq 50\%$ ) in both their Assignments and Interactive Activities
  - 50% of the Final exam

If a student earns a grade with decimal points, then it is rounded to the nearest half unit.