

# QUALITY MANAGEMENT

## Admission to Program

Admission to the program is explained in the HCT Admission Policy described in the Academic Policies section of this Catalog.

## Program Mission

The Bachelor of Quality Management program seeks to produce graduates able to function effectively in managerial and practitioner roles in the specialized field of Quality Management. Graduates will have the skills, values and ability to explain, analyze and evaluate complex Quality Management processes in local and global contexts, while demonstrating the ability to work independently, or in teams, to think critically, solve problems, make recommendations for improvements, and use advanced Quality Management tools.

## Program Description

The Bachelor of Quality Management degree responds to increased employer demand for professionals with a solid background in operational techniques in manufacturing and service-oriented companies, combined with qualifications in the area of quality and business excellence. Quality management is integral to any organization that aims to offer superb products and services, and gain the trust and loyalty of its customer base.

The program offers two distinct concentrations – **Lean Management** and **Statistical Analysis**:

For the **Lean Management concentration**, students take – SLM 4013, QMT 4053, QMT 4123, QMT 4143 and QMT 4153 elective courses

For the **Statistical Analysis concentration**, students take – MGT 4043, QMT 4033, QMT 4113, QMT 4123 and QMT 4133 elective courses.

Students will have the option to graduate with a Higher Diploma in Quality Management upon the successful completion of 102 credits inclusive of the two internship courses.

## Program Goals

*To develop graduates who possess the*

- Current knowledge and understanding of key areas of the Quality Management field, their interrelationship and application.
- Ability to use the Quality Management tools, think critically, and conduct applied research.
- Necessary key success skills in business.
- In depth knowledge of the Quality Management field and its interrelationship and application across business environments.

## Program Learning Outcomes

### Degree Level

*Students will be able to...*

1. Demonstrate in-depth knowledge of Quality Management areas and tools.
2. Use appropriate tools to solve complex authentic problems in Quality Management contexts.

3. Conduct research and critically evaluate arguments, abstract concepts and data, to examine issues in Quality Management.
4. Demonstrate self-development and the ability to work independently and in teams.
5. Make ethical decisions in global and local Quality Management contexts, including issues related to sustainability and societal responsibility.
6. Effectively communicate in Arabic and English in both oral and written forms in business contexts.
7. Demonstrate the ability to apply Quality Management principles to various real world situations.

### Higher Diploma Level

*Students will be able to...*

1. Demonstrate knowledge of Quality Management principles, concepts and tools.
2. Use appropriate tools to solve problems in Quality Management contexts.
3. Conduct research and examine arguments, concepts and data, to assess issues in Quality Management.
4. Demonstrate self-development and the ability to work independently and in teams.
5. Make ethical decisions in global and local Quality Management contexts, including issues related to sustainability and societal responsibility.
6. Effectively communicate in Arabic and English in both oral and written forms in business contexts.

## Requirements Completion Requirements

Code	Title	Credit Hours
<b>Business Core Courses</b>		
Required Credits: 54		
ACC 1003	Fundamentals of Financial Accounting	3
ACC 1103	Managerial Accounting	3
BIS 3003	Business Information Systems	3
ECO 1003	Microeconomics	3
ECO 1103	Macroeconomics	3
FIN 2003	Financial Management	3
INT 2156	Business Internship I	6
INT 3156	Business Internship II	6
LAW 3103	Business and Commercial Law	3
MGT 1003	Principles of Management	3
MGT 2103	Organizational Behaviour	3
MGT 3003	Business Ethics and Corporate Governance	3
MGT 3103	Strategic Management and Simulation	3
MRK 1103	Principles of Marketing	3
OPM 2103	Operations Management	3
STS 2003	Business Statistics	3
<b>Quality Management Core Courses</b>		
Required Credits: 30		
HRM 3013	Organisational Change Management	3

QMT 2003	Total Quality Management	3
QMT 2103	Quality Standards and Excellence Models	3
QMT 3003	Quality Management Tools	3
QMT 3013	Business Process Management	3
QMT 4003	Service Quality Management	3
QMT 4013	Advanced Strategic Management	3
QMT 4103	Project Management	3
QMT 4203	Quality Management Research Project	3
STS 3113	Advanced Statistical Models	3

**Quality Management Elective Courses**

(For Students not pursuing a Concentration)

Required Credits: 15

MGT 4043	Management Science	3
QMT 4033	Statistical Quality Control I	3
QMT 4053	Lean Management	3
QMT 4113	Experimental Design	3
QMT 4123	Six Sigma	3
QMT 4133	Statistical Quality Control II	3
QMT 4143	Value Stream Management	3
QMT 4153	Quality Auditing	3
SLM 4013	Supply Chain Operations Planning and Control	3

**General Studies**

Required Credits: 33

**English, Arabic or other Languages**

Required Credits: 12

**Humanities or Arts**

Required Credits: 3

**Information Technology or Mathematics**

Required Credits: 6

**The Natural Sciences**

Required Credits: 3

**The Social or Behavioral Sciences**

Required Credits: 9

Students will have the option to graduate with a Higher Diploma in Quality Management upon the successful completion of 102 credits inclusive of the two internship courses.

## Concentrations

**Concentration Name: Lean Management Concentration**

Total Credit Hours: 15

Concentration Curriculum:

Code	Title	Credit Hours
QMT 4053	Lean Management	3
QMT 4123	Six Sigma	3
QMT 4143	Value Stream Management	3
QMT 4153	Quality Auditing	3
SLM 4013	Supply Chain Operations Planning and Control	3
Concentration Code: LMG		

Concentration Electives:

**Concentration Name: Statistical Analysis Concentration**

Total Credit Hours: 15

Concentration Curriculum:

Code	Title	Credit Hours
MGT 4043	Management Science	3
QMT 4033	Statistical Quality Control I	3
QMT 4113	Experimental Design	3
QMT 4123	Six Sigma	3
QMT 4133	Statistical Quality Control II	3
Concentration Code: STA		

Concentration Electives:

Description	Data
Total Required Credits	132
Maximum Duration of Study	6
Cost Recovery Program	No
Minimum Duration of Study	4
Program Code	BUQMT
Major Code	QMT

## Ideal Study Plan Recommended Sequence of Study

**Year 1**

Semester 1		Credit Hours
ACC 1003	Fundamentals of Financial Accounting	3
ECO 1003	Microeconomics	3
LSM 1003	Applied Mathematics	3
LSS 1003	Life and Future Skills	3
MGT 1003	Principles of Management	3
Credit Hours		15

**Semester 2**

ACC 1103	Managerial Accounting	3
ECO 1103	Macroeconomics	3
LSC 1103	Professional Communication and Reporting	3
LSS 1123	Basic Research Methods	3
MRK 1103	Principles of Marketing	3
Credit Hours		15

**Year 2****Semester 1**

AES 1013	Arabic Communications I	3
FIN 2003	Financial Management	3
ICT 2013	Computational Thinking and Coding	3
QMT 2003	Total Quality Management	3
STS 2003	Business Statistics	3
Credit Hours		15

**Semester 2**

AES 1003	Emirati Studies	3
LSC 2103	Academic Reading and Writing II	3
MGT 2103	Organizational Behaviour	3
OPM 2103	Operations Management	3
QMT 2103	Quality Standards and Excellence Models	3
Credit Hours		15

**Summer**

INT 2156	Business Internship I	6
Credit Hours		6

Year 3		
<b>Semester 1</b>		
BIS 3003	Business Information Systems	3
LSN 1113	Introduction to Sustainability	3
MGT 3003	Business Ethics and Corporate Governance	3
QMT 3003	Quality Management Tools	3
QMT 3013	Business Process Management	3
Credit Hours		15
<b>Semester 2</b>		
HRM 3013	Organisational Change Management	3
LAW 3103	Business and Commercial Law	3
BUS 2403	Innovation and Entrepreneurship	3
MGT 3103	Strategic Management and Simulation	3
STS 3113	Advanced Statistical Models	3
Credit Hours		15
<b>Summer</b>		
INT 3156	Business Internship II	6
Higher Diploma in Quality Management Exit		
Credit Hours		6
<b>Year 4</b>		
<b>Semester 1</b>		
AES 3003	Professional Arabic	3
QMT 4003	Service Quality Management	3
QMT 4013	Advanced Strategic Management	3
2 Elective Courses		6
Credit Hours		15
<b>Semester 2</b>		
QMT 4103	Project Management	3
QMT 4203	Quality Management Research Project	3
3 Elective Courses		9
Credit Hours		15
Total Credit Hours		132

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