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.

Upon the successful completion of 117 credits, students may commence their Research Project (QMT 4203).

Students are eligible for a one year Work Experiential Learning experience during their study.

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 knowledge of functional business areas.
2. Utilize tools to solve problems in quality management.
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. Apply ethical principles to decisions made in global and local contexts, including issues related to sustainability and societal responsibility.
6. Utilize effective oral and written Arabic and English communication in business.
7. Apply business principles utilizing technology to various real-world situations.

Requirements
Completion Requirements

Bachelor of Quality Management

Students must successfully complete a minimum of 132 credits, including:

Code	Title	Credit Hours
Business Core Courses		54
Quality Management Core Courses		30
Quality Management Elective Courses		15
General Studies		33
Total Credit Hours		**132**

Code	Title	Credit Hours
Business Core Courses		
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	Business Simulation and Project Management	3
MRK 1103	Principles of Marketing	3
OPM 2103	Operations Management	3
STS 2003	Business Statistics	3
Quality Management Core Courses		
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	Agile 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

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 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		

Description	Data
Total Required Credits	132
Maximum Duration of Study	6 years
Minimum Duration of Study	4 years
Cost Recovery Program	No
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 3

BUS 2403	Innovation and Entrepreneurship	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 4

AES 1003	Emirati Studies	3
LSN 1113	Introduction to Sustainability	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

Semester 5

BIS 3003	Business Information Systems	3
LSC 2223	Future Skills Capstone	3
MGT 3003	Business Ethics and Corporate Governance	3
QMT 3003	Quality Management Tools	3
QMT 3013	Business Process Management	3
	Credit Hours	**15**

Semester 6

AES 1013	Arabic Communications	3
HRM 3013	Organisational Change Management	3

LAW 3103	Business and Commercial Law	3
MGT 3103	Business Simulation and Project Management	3
STS 3113	Advanced Statistical Models	3
	Credit Hours	**15**
Summer		
INT 3156	Business Internship II	6
	Credit Hours	**6**
Year 4		
Semester 7		
AES 1033	Islamic Culture	3
QMT 4003	Service Quality Management	3
QMT 4013	Advanced Strategic Management	3
2 Elective Courses		6
	Credit Hours	**15**
Semester 8		
QMT 4103	Agile Project Management	3
QMT 4203	Quality Management Research Project	3
3 Elective Courses		9
	Credit Hours	**15**
	Total Credit Hours	**132**

Faculty and Academic Staff

Adel Zairi, Ph.D, University of Salford, United Kingdom

Gouljannet Humphrey, Master of Business Administration, Brenau University, United States

Hajer Mohamed Hassan Morad, Master of Science, Hamdan Bin Mohammed E-University, United Arab Emirates

Heather Webb, Ph.D, The University of Edinburgh, United Kingdom

Hector Iweka, Ph.D, Capella University, United States

Jaishree Asarpota, Master of Science, Heriot-Watt University, United Kingdom

Malini Nair, Master of Business Administration, Birla Institute of Tech & Sc., India

Mamie Griffin, Ph.D, University of Southern Mississippi, United States

Mansoor Khwaja, Ph.D, Andhra University, India

Michael Westlund, Master of Business Administration, Thunderbird School of Global Management, United States

Mohammad Quasem, Master of Business Administration, Vanderbilt University, United States

Nathan Kawansson, Doctorate in Business Admin, Polish Academy of Sciences, Poland

Nizar Mansour, Ph.D, Tunis University, Tunisia

Rasha Abou Samra, Ph.D, British University in Dubai, UAE

Sean Seery, Master of Business Administration, University College Dublin, Ireland

Shahira El Alfy, Doctorate of Business Admin (DBA), Arab Academy for Science and Technology and Maritime, Egypt

Suzan Abuhalawah, Master of Business Administration, Yarmouk University, Jordan

Tamilselvan Mahalingam, Ph.D, Bharathiar University, India