

<b>Module: SD3 Quality Management</b>		
<b>Exam:</b> SD3 Quality Management	<b>LV.-No.:</b>	<b>ECTS-Points:</b> 5 CP
<b>Recommended Semester:</b> 3rd Semester	<b>Module:</b> Mandatory	<b>Language:</b> German
<b>Responsible lecturer:</b> Prof. Dr. Petra Teitscheid	<b>Cycle:</b> Winter Term	<b>Registration information:</b>
<b>Lecturer in charge:</b> Prof. Dr. Petra Teitscheid		
<b>Learning outcomes</b>	Students are able <ul style="list-style-type: none"> <li>• to define key items of quality management and explain requirements of ISO-Norm 9001:2015</li> <li>• to apply the requirements of ISO 9001:2015 to a case firm and develop the basics of a quality management system for that case firm</li> <li>• to assess the possible benefits of different methods and instruments of quality management and select suitable instruments in a reflect manner and use them expediently</li> <li>• to transfer the acquired knowledge in quality management to other company examples and compare it with the implementation in the case company.</li> </ul>	
<b>Form of exam</b>	Module exam: oral exam, presentation	
<b>Form of teaching</b>	<ul style="list-style-type: none"> <li>• seminaric lecture</li> </ul>	
<b>Course contents</b>	<ul style="list-style-type: none"> <li>• Structure and development of a quality management system along the requirements of DIN EN ISO 9001</li> <li>• Methods and tools of quality management</li> <li>• Selected methods and tools to discharge the requirements of standard (eg. stakeholder analysis, personnel planning, risk assessment)</li> </ul>	
<b>Workload</b>	Presence (3 SWS): Preparation and Follow-up: Sum:	45 h 105 h 150 h
<b>Requirements</b>	None	
<b>Literature</b>	<ul style="list-style-type: none"> <li>• Workbook: Bäcker Lecker auf dem Weg zur ISO 9001 Zertifizierung (will be provided as a print)</li> <li>• Herrmann, J., Fritz, H., (2016) Qualitätsmanagement. Lehrbuch für Studium und Praxis, Carl Hanser Verlag, München (aktuellste Ausgabe)</li> <li>• DIN EN ISO 9000:2015 (available on ILIAS)</li> <li>• DIN EN ISO 9001:2015 (available on ILIAS)</li> <li>• Optional further texts on ILIAS</li> </ul>	