

AMITY GLOBAL INSTITUTE

MODULE SYLLABUS

Course	Diploma in International Logistics & Supply Chain Management
Module Title	Total Quality Management (Elective)
Module Syllabus No. (if any)	NIL
Year Offered	2018
Start-Date	May 2018 /September 2018
End-Date	May 2019 /September 2019
Syllabus / Content / Learning Outcomes	<p>On successful completion of the module students will be able to:</p> <p>Knowledge and Understanding</p> <p>a) Understand the theories that underpin Quality Management and governance in an organization.</p> <p>b) Understand key concepts involved in Quality Management, Ethics, and Corporate Social Responsibility</p> <p>Subject - specific Skills</p> <p>d) identify skills for team building and team work.</p> <p>e) Analyse the factors that impact and lead to Strategic alliances and partnerships.</p> <p>Key Skills</p> <p>f) Communicate effectively on aspects of employment empowerment and in inculcating Quality culture</p>
No. of Teaching Hours	<p>Teacher Managed Learning Eg : Lectures : 48 Hrs</p> <p>Student Managed Learning Eg : Tutorials, Seminars etc : 152 Hrs</p> <p>TOTAL = 200</p>
Teaching Methods	Lectures, tutorials, case-studies analysis, research journals and group discussion.
Assessment Methods and Weightages	Written Assessment 1 (1500 Words) – 50% Written Assessment 2 (1500 Words) – 50%
Skills for Maximising Learning Outcomes	Reading and research
Dates of Examinations, Major Assessments and Assignments	<p>Examination Period (not all modules have end-of-semester / year examinations)</p> <p>Indicative:</p> <p>December 2018 & May 2019/ January 2019 & September 2019</p>
Recommended Text	Dornier, Ph., Ernst, R., Fender, M. and Kouvelis, P. 1998. Global Operations and Logistics Management, New York: John Wiley Publications

Note: All Information provided to Amity will be kept strictly confidential except for those required under statutory requirements and by government authorities and relevant university partners and accreditation bodies as part of the regulatory or course requirements.

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Additional Reference Texts(if any)	Christopher, M., 2005. Logistics and Supply Chain Management, 3rd ed, London: Prentice Hall Pfohl, H.-Ch., 2004. Logistik systeme [Logistics Systems], 7th ed, Berlin: Springer Publishing Monden, Y., 1993. Toyota Production System, 2nd edition, Norcross: Industrial Engineering and Management Press.
Additional Remarks (if any)	NIL

Lesson No.	Learning Outcome
1	The Total Quality Approach to Quality Management
2	Quality and Global Competitiveness
3	Strategic Management: Planning and Execution for Competitive Advantage
4	Quality Management, Ethics, and Corporate Social Responsibility
5	Partnering and Strategic Alliances
6	Quality Culture: Changing Hearts, Minds, and Attitudes
7	Customer Satisfaction, Retention, and Loyalty
8	Employee Empowerment , Leadership and Change
9	Team Building and Teamwork
10	Effective Communication
11	Education and Training
12	Human Resources, Job Design, and Work Measurement

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