

AMITY GLOBAL INSTITUTE

MODULE SYLLABUS

Course	Diploma in International Logistics & Supply Chain Management
Module Title	Total Quality Management (Elective)
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 Lectures, Tutorials, Seminars etc : 48 hours</p> <p>Student Managed Learning Independent Preparation, pre-reading and analysis etc : 152 hours</p> <p>TOTAL = 200 hours</p>
Teaching Methods	Lectures, tutorials, case-studies analysis, research journals and group discussion.
Assessment Methods and Weightages	<p>Written Assessment 1 (1500 Words) – 50%</p> <p>Written Assessment 2 (1500 Words) – 50%</p>
Skills for Maximising Learning Outcomes	Reading and research
Dates of Examinations, Major Assessments and Assignments	To be advised and confirmed by respective module lecturer on detailed/specific assignment deadlines September 2019
Recommended Text	<p>Dornier, Ph., Ernst, R., Fender, M. and Kouvelis, P. 1998. Global Operations and Logistics Management, New York: John Wiley Publications</p> <p>Christopher, M., 2005. Logistics and Supply Chain Management, 3rd ed, London: Prentice Hall</p> <p>Pfohl, H.-Ch., 2004. Logistik systeme [Logistics Systems], 7th ed, Berlin: Springer Publishing</p> <p>Monden, Y., 1993. Toyota Production System, 2nd edition, Norcross: Industrial Engineering and Management Press.</p>

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.

AMITY GLOBAL INSTITUTE

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

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.