Management and improvement using quality

ECTS crédits
Composante IUT d'Annecy

En bref

> Langues d'enseignement: Anglais
> Forme d'enseignement : Travaux dirigés

Présentation

Objectifs

This module aims to enable the student to identify and describe the processes and the objectives of a Quality Management system as well as participate in its construction and improve the processes.

Heures d'enseignement

Management and improvement using quality - TD
Travaux Dirigés 20h

Pré-requis nécessaires

The student should have some knowledge of different quality standards and know how to interpret them.

Basic knowledge of company organization would be an advantage.

Plan du cours

* Seven basic quality tools
* Continuous improvement : PDCA and DMAIC
* Process mapping
* Auditing, Assessment
* ISO 9001 requirements
* Quality management case studies

Compétences visées

On completion of the module, the student is expected to be able to:

L01 : Make the personnel aware and accompany them in activities linked to quality (approach, processes, procedures, tools...)

L02 : Know how to map a process

L03 : Use continuous improvement methods

L04 : Analyze the company’s quality management system (current state, approach and deployment, possible improvements and future objectives)

Infos pratiques

Lieux

> Annecy-le-Vieux (74)
Campus

➤ Annecy / campus d'Annecy-le-Vieux