Open University *of* Mauritius

Employability Skills Programme

**Fundamentals of the Principles and Practice of Quality Management –
Oues007**

Introduction

The aspect of Quality has become a most inseparable practice and major goal for any organisations which intend to ensure long term survival and make customer a lifetime partner.

Although this discipline appears to have emerged in the recent past, it dates back to ancient civilization, specifically the Stone Age. It became formal during the 1960's. This does not mean that in between, there has not been any practice of quality.

In fact, standardisation was introduced responsively to meet sporadic requirements. For example, King Charles had introduced uniforms to recognise his soldiers, the Romans developed the weight and measures, Vienna conventions were ratified and coloured traffic lights were used until Quality was initiatively formalised in mid-60's by NATO.

Quality does not come by accident. An organisation management has to establish, document, implement a user-friendly and result-based system to positively impact on customer satisfaction and/or more fundamentally to ensure improvement of its operation on a continual basis.

The eight lessons of this course introduce students to the basic concepts of quality, quality philosophies and quality management systems. Some basic quality tools and techniques with respect to the core concepts of customer satisfaction and process improvement are also discussed.

Aims

* To help students acquire a deep insight of the fundamentals of the Principles and Practice of Quality Management and its applications within organisations and if not in their daily lives.

* To build capacity with a view to ensuring continuing personal and professional development.

Learning Outcomes

At the end of the course students will be able to:

- Understand the origin and evolution of Quality.
- Define the importance of Quality Management within business environments
- Apply gained knowledge and skills about concepts and philosophies of quality management
- Clarify quality management principles and practices
- Understand the requirements of Quality Management System (QMS) standards.
- Assist in the implementation a Quality Management System
- Address and meet contractual and regulatory requirements which have implications for an organisation's quality system