

Added Value for Candidates Working in the Field of Marketing, Sales and Customer Service

The added value in the student's area of specialization		Term 1			Terms 2 (Part One)		Terms 2 (Part Two)		Term 3		Term 4			
		Statistics for Administrative Decisions	Concepts of Quality Assurance Systems	Contemporary Management	Global Competition	Management Information Systems	Statistics for Administrative Decisions	Concepts of Quality Assurance Systems	Contemporary Management	Global Competition	Management Information Systems	Statistics for Administrative Decisions	Concepts of Quality Assurance Systems	Contemporary Management
Upon completion of the Master in Quality Management the Candidates shall be able to:														
Specify	1. Measure and analyze processes efficiency using quality tools	✓	✓	✓	✓			✓			✓			✓
	2. Use quality tools to understand the process current performance that affects customer satisfaction	✓	✓	✓	✓			✓		✓	✓			✓
	3. Identify strengths, weaknesses and opportunities and threats of the current processes and activities.			✓				✓		✓	✓			✓
Enquire	4. Analyze the current processes with respect to time, cost, quality and flexibility	✓	✓				✓	✓	✓		✓			✓
	5. Use the appropriate quality tools to identify and categorize problems that impedes performance and thus detriment customer satisfaction		✓	✓	✓			✓	✓		✓	✓		✓
Narrow	6. Use quantitative and qualitative tools to identify and analyze root causes of problems that hinder performance	✓		✓	✓		✓	✓			✓			✓
	7. Use the appropriate quality tools to prioritize development projects with respect to its expected payoff.			✓				✓		✓	✓		✓	✓
Solve	8. Master the different tools and techniques needed to implement development initiatives		✓		✓	✓		✓	✓		✓		✓	✓
	9. Use the appropriate tools and techniques to propose new products/services				✓			✓		✓	✓		✓	✓
Optimize	10. Master the needed tools to identify potential risks that may disrupt performance and how to respond to these risks.			✓	✓			✓	✓		✓	✓		✓
	11. Use the appropriate techniques to perform effective internal and external audits		✓			✓		✓	✓		✓	✓	✓	✓
Repeat	12. Understand the needed tools that guarantee consistent performance and the continuous efforts to improve performance		✓	✓	✓	✓		✓	✓		✓	✓		✓
	13. Understand different managerial theories and its practical implications			✓				✓	✓	✓	✓			✓

General Added Value

Upon completion of the Master of Quality Management Candidates will be able to:	Term 1			Terms 2 (Part One)			Terms 2 (Part Two)		Term 3			Term 4		
	Statistics for Administrative Decisions	Concepts of Quality Assurance Systems	Contemporary Management	Global Competition	Management Information Systems	Statistical Quality Control	Quality Management	Research Methodology	Group Dynamics	Customer Relationship Management	Thesis (Part 1)	Business Process Reengineering	Advanced Topics In Quality Management	Thesis (Part 2)
1. Formulate and cascade strategic objectives among business units of the organization.			✓					✓			✓		✓	✓
2. Identify the required performance measures to monitor and improve organizational/departmental performance.			✓					✓			✓			✓
3. Identifying market/customers' requirements and benchmark organization performance against competitors.			✓	✓				✓		✓				✓
4. Identify, select and use the appropriate tool(s) to analyze business processes/activities and investigate the root cause of an issue/constraint/problem and propose appropriate list of solutions.			✓	✓				✓			✓			✓
5. Effectively participate/manage multifunction teams to improve/redesign products/services that match customers' expectations.			✓				✓	✓	✓	✓				✓
6. Prepare a professional risk assessment through identifying, prioritizing and responding to potential risks.								✓			✓			✓
7. Interpret, implement, and review the requirements of various international standards.		✓						✓			✓			✓
8. Plan, organizes, and executes effective audits against different international standards.		✓						✓			✓			✓
9. Apply incremental improvement projects through applying Lean principles.		✓						✓			✓	✓	✓	✓
10. Apply incremental and breakthrough improvement initiatives through applying different Methodologies.		✓	✓			✓	✓	✓			✓	✓	✓	✓
11. Measure and determine the current state of operations.		✓	✓			✓		✓			✓			✓
12. Enquire into the processes to understand non-value added activities and discern it from value added activities.		✓						✓			✓			✓
13. Use Management tools and techniques to narrow down problems and indentify their root causes.			✓	✓				✓			✓			✓
14. Solve problem using creative thinking techniques.			✓	✓				✓			✓			✓
15. Optimize the value of products/services to customers.								✓		✓	✓			✓
16. Measure organizational performance to continuously improve performance.		✓	✓	✓			✓	✓			✓		✓	✓
17. Monitor the effectiveness of the remedy actions implemented.		✓						✓			✓			✓
18. Take rational decisions through statistical and managerial tools and techniques.	✓		✓			✓		✓			✓			✓
19. Manage resistance to change in organizations.			✓					✓			✓			✓
20. Develop effective audit plans, follow audit steps, write non conformity reports and monitor the effectiveness of actions taken.		✓						✓			✓			✓