

## Added Value for Candidates Working in the Field of Quality

The added value in the student's area of specialization		Term One			Term Two (part 1)			Term Two (part 2)		Term Three			Term Four		
Upon completion of the Master in Quality Management the Candidates shall be able to:		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)
<b>Specify</b>	1. Use different tools and methods to assess the current status of quality management systems.	✓	✓	✓				✓	✓			✓			✓
	2. Use different tools and methods to asses and analyze the production and administration processes that affecting the quality of service / product.	✓	✓				✓	✓	✓		✓	✓			✓
	3. Use tools and methods to identify strengths, weaknesses, opportunities and threats as regards to the quality of processes and where affecting the competitive advantage of the organization.			✓	✓				✓			✓		✓	✓
<b>Enquire</b>	4. Identify root causes of the problems that affect the quality of operations.	✓	✓	✓	✓		✓	✓	✓			✓			✓
	5. Use different methods and tools for processes planning and activities that affect the quality of service / product.		✓	✓				✓	✓			✓	✓		✓
<b>Narrow</b>	6. Use qualitative and quantitative tools to analysis various factors that affecting quality performance.	✓		✓			✓	✓	✓		✓	✓		✓	✓
	7. Use different tools to determine the development priorities according to their expected impact on the quality performance.	✓		✓				✓	✓		✓		✓	✓	✓
<b>Solve</b>	8. Manage and coordinate teams in an effective method to reach the goals and desired results.			✓				✓	✓	✓		✓			✓
	9. Develop key performance indicators to measure and manage the quality performance.			✓				✓	✓		✓			✓	✓
	10. Determine different methods to control the loss of processes / activities.		✓				✓	✓	✓		✓	✓	✓	✓	✓
<b>Optimize</b>	11. Identify and follow up the corrective and preventive actions.		✓			✓		✓			✓				✓
	12. Use different methods to identify process development opportunities or performance or the organization in general using the principles and concepts of quality management.		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	13. Use different tools and methods to identify potential risks occur and affecting the quality of processes.			✓	✓	✓		✓	✓	✓		✓			✓
	14. Analyze the data using statistical methods to improve the quality of processes.	✓					✓		✓			✓			✓
<b>Repeat</b>	15. Gain the necessary skills for internal and external audits.		✓			✓		✓	✓	✓	✓	✓	✓	✓	✓
	16. Determine the appropriate tools and methods to ensure the stability of performance and continuous improvement.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

## 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 identify 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.		✓						✓			✓			✓