

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

The added value of in the area of specialization		Term 1			Terms 2 (Part One)			Terms 2 (Part Two)		Term 3			Term 4		
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)
Specify	1. Assess the current status of processes and activities in hospitals.	✓	✓	✓	✓		✓	✓	✓			✓			✓
	2. Assess the strengths and weaknesses and identify areas for improvement.	✓	✓	✓	✓			✓	✓		✓	✓			✓
	3. Access and analyze activities related to existing processes in hospitals.	✓	✓	✓	✓				✓			✓			✓
Enquire	4. Identify the root causes of the problems and identify potential opportunities for improvement.	✓	✓	✓	✓		✓		✓			✓			✓
Narrow	5. Analyze factors affecting the performance of activities and processes in hospitals using qualitative and quantitative tools.	✓	✓	✓	✓		✓		✓			✓			✓
Solve	6. Facilitate teamwork in order to reach common goals.	✓							✓			✓			✓
	7. Identify key performance indicators to measure the effectiveness of hospital management system.								✓			✓			✓
	8. Identify corrective and preventive actions for the processes' problems and obtain follow up mechanisms.				✓			✓	✓			✓			✓
Optimize	9. Reduce errors in the examination, diagnosis, or treatment.		✓				✓		✓			✓			✓
	10. Solve problems in a sustainable manner.	✓	✓	✓	✓				✓			✓			✓
	11. Reduce errors caused by data transfer.					✓	✓		✓			✓			✓
	12. Reduce errors in operational procedures for hospitals.	✓	✓			✓	✓		✓			✓			✓
	13. Reduce operational costs due to wrong management of data operated by automated applications.					✓			✓			✓			✓
Repeat	14. Develop effective plans for audit and writing reports of non-conformities.		✓					✓	✓	✓		✓			✓
	15. 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 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.		✓						✓		✓			✓	