

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

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)
<b>Specify</b>	1. Use different tools and methods to assess the current status of production operation according to time, cost, productivity and flexibility.	✓	✓	✓	✓		✓		✓			✓			✓
	2. Assess and analyse bottlenecks within the production process using quality tools.		✓		✓				✓			✓			✓
	3. Use appropriate tools and methods to identify strengths, weaknesses, opportunities and threats in the processes.				✓				✓			✓			✓
<b>Enquire</b>	4. Identify root causes of wastes within the production process (time, raw materials, quality ... etc.) using quality tools.			✓	✓			✓	✓			✓			✓
	5. Design production plans (taking into account the production capacity, number of production lines, diversity of products, sales plan, time of change from one product to another, the timing of maintenance, availability of raw materials, ..... etc.) using quality tools.			✓				✓	✓			✓			✓
<b>Narrow</b>	6. Use different qualitative and quantitative methods to analyse root causes that affect performance.	✓			✓				✓			✓			✓
	7. Prioritize improvement plans according to their expected effect on performance and customer satisfaction.			✓					✓			✓			✓
<b>Solve</b>	8. Measure the efficiency and effectiveness of the production process (machine level, production line) using the appropriate tools.		✓					✓	✓			✓		✓	✓
	9. Reduce the time required for conversion from one product to another (Change overtime) by using various tools and techniques.		✓					✓	✓			✓			✓
	10. Manage cross-functional teams in a way to reduce conflict to reach organizational and functional objectives successfully.			✓					✓	✓	✓	✓		✓	✓
	11. Restructure processes and operations using different tools.		✓		✓				✓			✓		✓	✓
	12. Identify and follow up the corrective and preventive actions.		✓		✓				✓			✓			✓
<b>Optimize</b>	13. Use various tools and methods to identify possible risks that may occur during the implementation and the actions to be taken in the event of the occurrence of such risks.							✓	✓	✓	✓	✓			✓
	14. Measure organizational performance for continuous improvement.		✓			✓		✓	✓		✓	✓			✓
<b>Repeat</b>	15. Understand the different techniques for performing effective audits.		✓					✓			✓	✓			✓
	16. Understand the needed tools that guarantee consistent performance and the continuous efforts to improve performance.				✓			✓	✓			✓		✓	✓

## 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. The ability to formulate and circulate strategic objectives between business units of the organization.			✓					✓		✓		✓	✓	
2. Identify the required performance measures to monitor and improve organizational/departmental performance.			✓					✓		✓		✓	✓	
3. Define market/customer requirements and measure institutional performance in comparison to competitors.			✓	✓				✓	✓	✓		✓	✓	
4. Identify, select and use appropriate tools to analyse processes / activities and investigate the root causes of problems and propose a list of suitable solutions.			✓	✓				✓		✓		✓	✓	
5. Active participation of multifunctional management teams to improve/re-design of products and services that match customer expectations.			✓				✓	✓	✓	✓		✓	✓	
6. An assessment of occupational hazards by identifying, prioritizing and responding to potential risks.								✓		✓		✓	✓	
7. The ability to interpret, implement, and review the requirements of various international standards.		✓						✓		✓		✓	✓	
8. Ability to plan, organize, and implement effective audits based on various international standards.		✓						✓		✓		✓	✓	
9. Conduct continuous improvement projects through applying the principles of waste management.		✓						✓		✓	✓	✓	✓	
10. Application of continuous improvement and breakthrough projects by activating various methodologies for improvement.		✓	✓			✓	✓	✓		✓	✓	✓	✓	
11. Measure and determine the current state of operations.		✓	✓			✓		✓		✓		✓	✓	
12. Full understanding of processes and identification of non-value-added activities.		✓						✓		✓		✓	✓	
13. Use of management tools and techniques to minimize problems.			✓	✓				✓		✓		✓	✓	
14. Ability to identify root causes and solve problems using management techniques.			✓	✓				✓		✓		✓	✓	
15. Maximize products / services value to customers.								✓	✓	✓		✓	✓	
16. Repeat performance measurement process for continuous improvement.		✓	✓	✓			✓	✓		✓		✓	✓	
17. Monitor the effectiveness of the applied processes.		✓						✓		✓		✓	✓	
18. Decision-making through the use of statistical/administrative techniques and tools.	✓		✓			✓		✓		✓		✓	✓	
19. Manage resistance to change in organizations.			✓					✓		✓		✓	✓	
20. Develop effective audit plans, follow-up plans and report the non-compliance and control actions.		✓						✓		✓		✓	✓	