

## MQM Guide

### (Master in Quality Management)

Since 1994, the Productivity and Quality Institute (PQI) have remained committed to provide quality solutions to its local and regional customers. Such commitment to quality has always been reflected through a number of services such as consultations, training, and postgraduate studies.

The Master of Quality Management (MQM) is one important service that PQI offers to its clients in order to improve their potentials and capacities for the work place. The MQM is targeting all level of management as well as specialists and employees. To keep our prominent position in the market, MQM always maintain an exceptional learning environment that produces graduates with global mindset.

#### Who should attend the MQM master program?

This programme is targeting candidates with different backgrounds (business, engineers, physicians, chemists, accountants, lawyers, and pharmacists) that aim to gain both theoretical and practical knowledge in the field of quality management. The programme is designed to help participants advance their managerial skills and knowledge to develop their careers.

#### General rules and regulations

Applicants to the MQM programme must hold a university graduate degree from an accredited university or college (regardless of their specialization). A total Grade Point Average (GPA) of at least 2.4/4.0 or good or equivalent of undergraduate study is required.

Students are requested to undertake TOFEL exam with a score of (450) or IELTS equivalent during their period of study.

#### MQM programme outcomes

The programme outcomes are divided into two main categories: general and specific. The **general outcomes** are the overall added value from the programme to all participants (regardless of their specialization).

The general outcomes are as follows:

<b>MQM intends to equip master students with the following practical/managerial skills</b>	<b>MQM intends to equip master students with the following practical/technical skills</b>
Formulate organization strategic objectives and cascade these objectives among organization business units.	Specify the current status of operations.
Identify performance measures required to monitor and improve organizational/departmental performance.	Enquire into the processes to understand non-value added activities and discern it from value added activities.
Identify market/customers' requirements and benchmark organization performance against competitors.	Use Management tools and techniques to narrow down problems and identify their root causes.
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.	Solve problem using creative thinking techniques.
Participate /manage multifunction teams to improve/redesign products/services that match customers' expectations.	Optimize the value of products/services to customers.
Prepare a professional risk assessment through identifying, prioritizing and responding to potential risks.	Repeat the process of performance measurement for continual improvement.
Interpret, implements, and review different international standards requirements.	Monitor the effectiveness of the remedy actions implemented.
Plan, organizes, and executes effective audits against different international standards.	Take rational decisions through statistical and managerial tools and techniques
Apply incremental improvement projects through applying Lean principles.	Manage resistance to change in organizations.
Apply incremental and breakthrough improvement initiatives through applying different Methodologies.	Develop effective audit plans, follow audit steps, write non conformity reports and monitor the effectiveness of actions taken.

The **specific outcomes** refer to the added value to participants based on their selected international certificates and can be provided upon request (please contact us on: [mqm@aast.edu](mailto:mqm@aast.edu). Or call 01274007900).

## MQM Structure

The programme duration is 2 years (4 semesters). 12 courses are studied and a thesis must be submitted in order to accomplish the MQM degree.

**Theoretical Courses:** They are 12 courses. These courses were carefully designed to match the international body of knowledge.

**Practical Courses:** These start from the second semester. They are gained from studying a number of internationally based courses. Students can freely select **6 international courses from 11**. Upon completion of the international courses, students will be eligible to undertake the international exam. Moreover, practical knowledge gained from the thesis. The thesis is intended to help students implement the gained knowledge from the taught courses into practical oriented settings. Students will be able to take scientific stance while understanding, analyzing and proposing solutions to practical problems.



### Semester 1

The first semester includes 4 taught courses that will provide students with the needed background to attend the international certificates in subsequent semesters.

Mandatory Course (Theoretical taught Courses)	
<b>Semester 1</b>	Contemporary Management
	Quality Assurance Concepts and Systems
	Statistics for Management Decisions
	Competing in a Global Environment

### Semester 2

In the second semester, students will attend 4 taught courses and will be able to attend 3 international certificates.

	Mandatory Course (Theoretical taught Courses)	Elective International Certificates (Practical experience)
<b>Semester 2</b>	Statistical Quality Control	• Green Belt Lean Six Sigma
	Management Information Systems	• Information Security Management System (ISO 27001)
	Quality Management	• Quality Management System (ISO 9001)
		• Food Safety Management System (ISO 22000)
		• Bronze Lean Enterprise Certificate
	Research Methodology	

### Semester 3

In the third semester, students will attend 2 taught courses and will start their thesis (part 1). Besides, students will be able to select 2 international certificates from among the available programs (one per each subject).

	Mandatory Course (Theoretical taught Courses)	Elective International Certificates (Practical experience)
<b>Semester 3</b>	Group Dynamics	• British Retail Consortium (BRC)
		• Environmental Management System (ISO 14001)
	Customer Relationship Management	• Energy Management System (ISO 50001)
		• Occupational Health & Safety (OHSAS 18001)
	Thesis part 1	

### Semester 4

In the fourth semester, students will attend 2 taught courses (*should be registered at the same semester*) and will continue working on their thesis. Besides, students will be able to select 1 international certificate from among the available programs.

	<b>Mandatory Course (Theoretical taught Courses)</b>	<b>Elective International Certificates (Practical experience)</b>
<b>Semester 4</b>	Advanced Topics in Quality Management	<ul style="list-style-type: none"> <li>• <b>Certified Professional Healthcare Quality (CPHQ)- Part (1)</b></li> <li>• <b>NEBOSH-Part (1)</b></li> </ul>
	Business Process Reengineering	<ul style="list-style-type: none"> <li>• <b>Certified Professional Healthcare Quality (CPHQ)- Part (2)</b></li> <li>• <b>NEBOSH-Part (2)</b></li> </ul>
		Thesis part 1

### Grading system

By the end of each course, students will be graded on each of the taught courses as indicated in the following table:

Mid-Term	30 marks
Final Exam	40 marks
Continuous Evaluation (Assignments and course work and participation)	30 marks
<b>Total</b>	<b>100 marks</b>

International exams for the certifications are not included in the final grades for each subject. Fees for the international exams are included in the master fees except for CPHQ and NEBOSH. Students will be allowed to have only one sit for each international certificate exams according to the following table:

<b>International certificate</b>	<b>Attendance</b>	<b>Materials</b>	<b>Accredited from</b>	<b>Exam Fees</b>
Green Belt Lean Six Sigma	√	√	ASQ	√
Information Security Management System (Auditor/Lead Auditor ISO 27001)	√	√	IRCA	√
Management System (Auditor/Lead Auditor ISO 9001)	√	√	IRCA	√
Food Safety Management System (Auditor/Lead Auditor ISO 22000)	√	√	IRCA	√
Occupational Health & Safety (Auditor/Lead Auditor OHSAS 18001)	√	√	IRCA	√
Bronze Lean Enterprise Certificate	√	√	ASQ	√
British Retail Consortium (BRC)	√	√	BRC	√
Environmental Management System (Auditor/Lead Auditor ISO 14001)	√	√	IRCA	√
Certified Professional Healthcare Quality (CPHQ)	√	√	NAHQ	
NEBOSH	√	√	NEBOSH	
Energy Management System (Auditor/Lead Auditor ISO 50001)	√	√	IRCA	√

### Transfer of Credits

A transfer of credits means that a credit gained in previous graduate education will be transferred to the MQM graduate program and will substitute a similar master course.

Only grades B (Grade Point Average (GPA) of 3.0) or better may be transferred. Up to 9 credit hours (3 subjects) from a completed masters program may be transferred into a second master’s program. No course may be transferred into the program of study that will be more than 7 years old at the time of graduation.