



Subject	Modul „Electives“
Course:	Total Quality Management

Professor in charge:	Prof. Dr. Bernd Ebel
Target group:	Students from 2 nd to 4th Semester
Lectures:	2 SWS
Aims:	The students shall learn the meaning of a general quality management system for all enterprise areas and receive a summary of methods for the definition, planning, execution and controlling from quality management methods.
Contents:	<ol style="list-style-type: none">1. Bases and concepts in the quality management2. QM norms, documentation of a QM-system3. QM as an executive duty4. Correction, prevention and continuous improvement5. Case studies
Methods:	Lecture including discussions, case studies and exercises
Examination:	80% of presence, making and giving a presentation
Literature	Basic literature: Ebel, B., Qualitätsmanagement, 2. Auflage, Berlin/Herne 2003, ISBN 3-482-51432-1 Further reading: Kamiske, G. F., Brauer, J.-P., Qualitätsmanagement von A bis Z, München 2005 Bruhn, M.: Qualitätsmanagement für Dienstleistungen, Berlin, 2006
Language:	German
Case Studies:	Instances from the experience of the professor