**Course Syllabus**

Academic year: 2020-2021

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| Institution | University of Petroşani |
| Faculty | Sciences |
| Field of study | Management |
| Level | Master |
| Program of study | Strategic Business Management |

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| Course | **Total Quality Management** |
| Code | MN.MSA.O.4.06 |
| Year of study (semester) | II (IV) |
| Number of hours | 42 |
| Number of credits | 6 |
| Professor | Prof., Ph.D. IONICĂ Andreea |

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| **No.** | **Topic** |
|  | **Landmarks in Quality Management** |
|  | **TQM - from philosophy to practice in management**. Concepts. Principles. Implementation. Critical approaches to TQM. TQM representation models |
|  | **Integrating TQM into the business strategy.** Typology of quality strategies.  TQM and change management. |
|  | **The human resources implications in TQM implementation.** The role and the importance of human resources in ensuring the preconditions for the successful TQM implementation. The culture of quality. Communication in the context of TQM. |
|  | **TQM- methodological tools.** Methods and techniques for improving quality. Quality Function Deployment (QFD) |