

POSTGRADUATE DIPLOMA IN QUALITY MANAGEMENT

PGDip (Quality Management) - NQF Level 8 (120 credits)

Qualification code: PDQU21

SAQA ID: 117385, CHE NUMBER: H/H16/E182CAN

Campus where offered: Arcadia Campus

REMARKS

a. Admission requirement(s):

An advanced diploma, **or** a baccalaureus technologiae, **or** a bachelor's degree, **or** an equivalent qualification in a related field of study at NQF Level 7 with 120 credits. Prospective students must currently be employed in a quality related working environment with a minimum of two years' work experience.

Holders of any other equivalent South African or international qualification may also be considered, see Chapter 1 of Students' Rules and Regulations.

b. Selection criteria:

Admission is subject to selection. Prospective students will be evaluated based on the marks obtained in the previous qualification and/or work experience.

Acceptance is subject to available capacity according to the Student Enrolment Plan (SEP). Applicants will be informed of their status per official letter from the Office of the Registrar, alternatively, they can check their application status on the TUT website, www.tut.ac.za.

c. Recognition of Prior Learning (RPL), equivalence and status:

See Chapter 30 of Students' Rules and Regulations.

d. Intake for the qualification:

January only.

e. Presentation:

Block-mode classes.

f. Minimum duration:

Two years.

g. Exclusion and readmission:

See Chapter 2 of Students' Rules and Regulations.

h. Re-registration:

A student may re-register for the module Research Project only with the permission of the Head of the Department. The purpose of the re-registration is to provide students with an opportunity to complete the project only, and not to redo it, should they fail the module.

CURRICULUM

FIRST YEAR

CODE	MODULE	NQF-L	CREDIT
IMS118G	Integrated Management Systems (first-semester module)	(8)	(12)
EQU108G	Economics of Quality	(8)	(20)



QIT108G Quality Improvement Techniques (8) (24)
(CQI)

TOTAL CREDITS FOR THE FIRST YEAR: 56

SECOND YEAR

CODE	MODULE	NQF-L	CREDIT
PTQ118G	Advanced Philosophies and Theories of Quality (first-semester module)	(8)	(16)
RQP108G	Research Project	(8)	(24)
RQP118R	Research Project (re-registration) (first-semester module, see paragraph h)	(8)	(0)
SQM108G	Strategic Quality Management	(8)	(24)
TOTAL CREDITS FOR THE SECOND YEAR:			64
TOTAL CREDITS FOR THE QUALIFICATION:			120

MODULE INFORMATION (OVERVIEW OF SYLLABUS)

The syllabus content is subject to change to accommodate industry changes. Please note that a more detailed syllabus is available at the Department or in the study guide that is applicable to a particular module. At time of publication, the syllabus content was defined as follows:

A

ADVANCED PHILOSOPHIES AND THEORIES OF QUALITY (PTQ118G) 1 X 3-HOUR PAPER *(Module custodian: Department of Mathematics and Statistics)*

Introduction to TQM; Leadership for quality; Quality Management for Excellence 1; Performance excellence and organisational behaviour; Deming, Juran, Crosby, Feigenbaum, Ishikawa; New quality Guru's; Partnering and Strategic alliances for quality; Customer retention, customer satisfaction and customer loyalty; Self-assessment tools and models, Quality Awards; Innovation in International Standards; Design for quality, Organising for quality; Organisational Learning and Transformational change; and Best practice and World Class organisations. (Total notional time: 160 hours)

E

ECONOMICS OF QUALITY (EQU108G) 1 X 3-HOUR PAPER *(Module custodian: Department of Mathematics and Statistics)*

Principles of corporate financial accountability and profit incentive; Cost of quality; Quality cost categories; Performance measures; ISO 100014; Linking performance measures to strategies and objectives; Applying LEAN Six Sigma to reduce PONC; Quality costing of projects; Application of simulation modeling and forecasting; ISO 31000-Risk Management. (Total notional time: 200 hours)

I

INTEGRATED MANAGEMENT SYSTEMS (IMS118G) 1 X 3-HOUR PAPER *(Module custodian: Department of Mathematics and Statistics)*

Introduction to systems management; Principles of systems management; Principles of integrated systems; Systems planning and implementation; Business requirements; Systems management and review; and Quality improvement. (Total notional time: 120 hours)



Q**QUALITY IMPROVEMENT TECHNIQUES (CQI) (QIT108G)****1 X 3-HOUR PAPER****(Module custodian: Department of Mathematics and Statistics)**

Quality in an organisational context; Management functions: planning, organising, directing and control; The quality planning process; The quality product life cycle and Juran Trilogy; Design for quality and Quality Leadership; Process approach and P-D-C-A; Process mapping tools; Process review tools and techniques; Gap analyses and CPA (critical path analyses); Establishing process monitoring and review methods and metrics; Systematic approach to problem solving; The breakthrough process; Servqual-model; Self-assessment models for improvement; Innovation for improvement; and Managing organisational change. (Total notional time: 240 hours)

R**RESEARCH PROJECT (RQP108G, RQP118R)****PROJECT ASSESSMENT****(Module custodian: Department of Mathematics and Statistics)**

The module will contribute towards the development of the research capacity and scientific writing in all the related fields of study in the faculty and will thus contribute to the enhancement of the cognitive level and the scopes of knowledge involved. (Total notional time: 240 hours)

S**STRATEGIC QUALITY MANAGEMENT (SQM108G)****1 X 3-HOUR PAPER****(Module custodian: Department of Mathematics and Statistics)**

Establishing the context of the organisation; The strategic management process; Strategic planning and goal setting; Leadership and change management; Organisational culture: Empowering employees for change; Strategic planning tools; The House of Quality/Voice of the customer; Strategic planning in an integrated management context; Strategic value chain management; Strategic planning and Quality Function Deployment; Assessing organisational performance using performance models; SWOT analysis/FMEA and managing risk; Data collection management and decision making; Approaches to problem solving /tools; Continual Improvement and Benchmarking; Integrating ISO 14000, ISO 18000, ISO 16949, ISO 17025, and ISO 22000 into strategy implementation. (Total notional time: 240 hours)

