
Quality Design and Management

Introduction to the course

Prof. Sergio Terzi

Aims and objectives of the course

- ❑ The course aims to introduce the concept of quality, its design and and its management
- ❑ Kew learning questions
 - Why Quality is important? What is a Quality Management System?
 - Which are the main methods and tools for quality planning, management and control?
 - How managers and engineers should be able to intereact in an organization for setting up a quality-fcused environment?
- ❑ Students will be provided with a “tool-box”, containing a number of quality management tools and techniques, which could be applied in a large number of situation, in both industrial and service companies

Course structure

M1 –
Introduction
to Quality

M2 –
Methods and
tools for QDM

M3 – Quality
Leadership

M4 – Quality
Control

Teaching method

- ❑ Lectures on the theory (definitions, models, formulas, etc.)
- ❑ Examples and cases (videos, links, presentations, etc.)
- ❑ Exercises (solved by the tutor, do-it-yourself)
- ❑ Discussions, role-play simulations and open debate
- ❑ Thought questions (a way to reason and to make a personal check)

Course schedule

- Main time schedule (subjected to changes)
 - Monday 14.00-18.00
 - Friday 14.00-18.00
- Use of own PC for case studies and (optionally) for exercises
- Information (when PC is needed, modifications to the schedule, etc.) will be communicated on MyLiuc or by email to students

Exam

- The examination consists of a **written exam** on the content of the lessons and exercises (open questions, exercises)
 - Max 30/30
- Then, an **oral examination** is optional, but
 - Oral examination is possible **only if written exam $\geq 27 / 30$**
 - Oral examination could give also a “negative” (-) response
 - For the oral exam, an extra (HBR) case will be also asked (as starting point of the oral exam)

References

- ❑ The content of the course (lessons, case studies / exercises) will be available on MyLiuc
- ❑ If you want to consider further learning material, main references are
 - James R. Evans and William M. Lindsay, The Management and Control of Quality , Editore: Thomson South-Western
 - Alessandro Brun, Matteo Casadio Strozzi and Xixi Fan, Quantitative Methods for Quality Management, Editore: Esculapio - Bologna

Contacts



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