



Faculty of Arts and Social Sciences
Business Administration

Syllabus

Course Approval

The syllabus was approved by the Faculty Board of Arts and Social Sciences on 12 March 2014, and is valid from the Autumn semester of 2014 at Karlstad University.

Course Code: IEAD01

Quality Management and C S R, 7.5 ECTS Credits

(Kvalitetsteknik och corporate social responsibility, 7.5 Swedish credit points)

Degree Level: Master

Progressive Specialisation: A1N (Second cycle, has only first-cycle course/s as entry requirements)

Language of Instruction

English

Prerequisites

Upper secondary school level English 6 or B or equivalent. 180 ECTS cr for the Master of Science in Engineering programme: Industrial Engineering and Management

Major Field of Study

FOA (Business Administration), IEA (Industrial Management)

Learning Outcomes

Upon completion of the course, students should be able to:

- give an account of the concepts quality management, service management and Corporate Social Responsibility (CSR),
- discuss the areas of quality management, CSR and sustainable development,
- apply acquired knowledge to problematise, evaluate, and summarise an analysis of a given problem regarding how quality management systems and standards form an organisation and how this affects the strategic CSR efforts, and
- discuss how servicizing as a phenomenon affects the company's and the stakeholders' shared value-creating process.

Content and Form of Instruction

The course consists of four modules:

Module 1: Quality management as a tool for strategic business development. Different perspectives on quality management are introduced and serve as a basis for problematising the company's development potentials.

Module 2: Servicizing in manufacturing companies is problematised with a special focus on customer satisfaction, design and tools for quality development.

Module 3: CSR as a global phenomenon. Different ways of organising, controlling and measuring sustainable development and constant change.

Module 4: In the fourth module the previous modules are brought together on the issue of how quality management and CSR together create a framework for sustainable and quality development.

Reading List

See separate document.

Examination

Assessment is based on:

Module 1: individual hand-in assignment

Module 2: individual hand-in assignment

Module 3: individual hand-in assignment

Module 4: group assignment

All four modules require active participation in mandatory seminars where the mandatory tasks are presented and discussed.

Grades

One of the grades 5 (Pass with Distinction), 4 (Pass with some distinction), 3 (Pass), or U (Fail) is awarded in the examination of the course

Quality Assurance

Follow-up relating to learning conditions and goal-fulfilment takes place both during and upon completion of the course in order to ensure continuous improvement. Course assessment is based on student views and experiences as reported in written course evaluations and/or group discussions. Students will be informed of the result of the evaluation and of the measures to be taken.

Course Certificate

A course certificate will be provided upon request.

Additional Information

Students who enrolled before 1 July 2007 will complete their studies in accordance with the requirements of the earlier admission. Upon completion students may request degree and course certificates to be issued under the current ordinance if they meet its requirements.

The local regulations for studies at the Bachelor's and Master's levels at Karlstad University stipulate the obligations and rights of students and staff.

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