



Faculty of Arts and Social Sciences
Business Administration

Course Reading

Quality Management and C S R

Valid from 09/21/2020

Course Code: IEAD01

Course Title: Quality Management and C S R

Credits: 7.5 ETCS cr

Degree Level: Master's level

Books

Bergman and Kelfsjö. *Quality From Customer Needs To Customer Satisfaction* (3rd edtn).
Studentlitteratur

Misc.

Vetenskapliga artiklar om ca 150 sid tillkommer.

Approved by the Faculty Board of Arts and Social Sciences 06/17/2020