

## MODULE HANDBOOK

Module name		Total Quality Management			
Module level, if applicable		3 <sup>rd</sup> year			
Code, if applicable		SST-613			
Semester(s) in which the module is taught		6 <sup>th</sup> (sixth)			
Person responsible for the module		Dina Tri Utari, S.Si., M.Sc.			
Lecturer		Rahmadi Yotenka, S.Si., M.Sc			
Language		Bahasa Indonesia			
Relation to curriculum		Elective course in the third year (6 <sup>th</sup> semester) Bachelor Degree			
Types of teaching and learning	Class size	Attendance time (hours per week per semester)	Form of active participation	Workload (hours per semester)	
Lecture	50-60	2.5	Discussion, Presentation	Face to face teaching	35
				Structured activities	48
				Independent study	48
				Exam	5
Total workload		136 hours			
Credit points		3 CUs / 5.1 ECTS			
Requirements according to the examination regulations		Minimum attendance at lectures is 75%. Final score is evaluated based on quiz, assignment, mid-term exam, and final exam.			
Recommended prerequisites		Statistics Quality Control (SST-504)			
Related course		-			
Module objectives/intended learning outcomes		After completing this course, the students have ability to: CO 1. explain the concept of Quality Function Deployment (QFD) CO 2. use the Analytical Hierarchy Process (AHP) method in making decisions CO 3. explain the concepts of benchmarking, Continuous Improvement, and Just In Time (JIT) CO 4. simulate the steps to Define, Measure, Analyze, Improve, and Control in the SIX SIGMA quality improvement program			
Content		Integrated Quality Management Concept Establish customer focus Total employee involvement and empowerment Quality Function Deployment (QFD) House of Quality (HoQ) Decision making and problem-solving Analytical Hierarchy Process (AHP) Benchmarking Continuous Improvement and Just In Time (JIT) SIX SIGMA			
Study and examination requirements and forms of examination		The final mark will be weighted as follows:			
		No	Assessment components	Assessment Types	Weight (percentage)
		1	CO 1	Quiz	20%
		3	CO 2	Assignment, Midterm Exam	20%
		4	CO 3	Assignment, Final Exam	30%
		5	CO 4	Final Exam	30%
Media employed		Google Classroom, relevant websites, slides (power points), video, interactive media, white-board, laptop, LCD projector			

