



BITS Pilani

PILANI | DUBAI | GOA | HYDERABAD

Work Integrated Learning Programme

MBA Quality Management

MBA in Quality Management is a four-semester Work Integrated Learning Programme which leads to a Master's degree in Quality Management. This programme is designed for participants working in the areas of Quality Management and allied business domains. In today's highly competitive and globalized business environment, it is imperative for business organizations to bring a large focus on quality otherwise they risk losing their business and clientele. This course equips the Quality Manager with the much needed skills, and techniques to ensure a high level of quality in both product and service offerings and thereby create a sustainable competitive advantage.

Programme Highlights

- The methodology is a combination of class room learning and experiential learning. Experiential learning consists of workshop/ lab exercises, case studies and work integrated activities.
- Workshop/ lab exercises consist of financial modelling, running business simulations etc.
- Case studies consist of analysing a given situation and finding solutions to issues, using the techniques learnt in class.
- Work integrated activities consists of reviewing the work performed at the workplace in the context of the concepts and skills learnt in class, and potentially enhancing the quality of decision making at the workplace using the techniques learnt. This enables the student to apply the concepts learnt in class to their professional work.

Programme Objectives

The aim of this course is to address the need for skilled professionals who can contribute effectively towards Quality Management. The programme aims to engage the participants on contemporary issues pertaining to the management of quality in both services and manufacturing industries, in both international and domestic markets, as well as in both the private and public sectors. The focus is on imbibing a culture of managing for quality across the entire supply chain.

Learning Outcomes

Upon completion of this programme, the participants will be able to effectively apply the following principles and concepts:

- Attaining Competitiveness through Quality
- Quality Philosophies & Frameworks
- Concepts of Statistical Quality Control
- Quality through Customer Focus
- Quality Terminology as per ISO 9000/9001
- Quality Audit Methodology
- Benefits of Third Party Certification, Choice of Certification Body & Route to Certification
- Aspects of quality and the role of customers in defining quality
- Steps in Quality Function Deployment and Failure Mode Error Analysis
- The importance of Quality Management Systems
- Building and Sustaining Total Quality Organizations

Eligibility

Professionals employed in Quality and/ or allied business domains, holding an Integrated First Degree of BITS, Pilani or its equivalent such as B.E./ M. Sc. in relevant disciplines, with minimum one year relevant work experience. Employer consent, with suitable mentor availability, is also required.

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Curriculum

Students need to take 7 management core courses (mandatory), 4 area core courses (mandatory) and may choose any 2 elective courses depending on their background and desired specialization.

Management Core Courses

- Financial and Management Accounting
- Managerial Economics
Quantitative Methods
- Managing People & Organizations
Marketing
- Financial Management
- Strategic Management & Business Policy

Management core courses provide a basic foundation in management theory and practice. They are designed to give participants a solid background across all business disciplines so as to enable them to effectively interact with the different units of an organization. This is particularly important in the context of the business environment today wherein increasing competition and globalization requires a manager to take quick and effective decisions that require the ability to integrate knowledge across business functions.

Area Core Courses

- Total Quality Management
- Quality Management Systems
- Statistical Quality Control
- Operations Management

Area core courses provide the necessary base of knowledge in the chosen area, i.e. Quality Management. In context of today's dynamic business environment, it is imperative for organizations to bring a larger focus on quality in order to build a sustainable competitive advantage. These set of courses equip the quality manager with the core set of knowledge, tool sets and skills that are essential to enhance the Quality Management Systems and control processes to achieve this goal.

Elective Courses

- Management Information Systems
- Supply Chain Management
- World Class Manufacturing
- Project Management
- Software Quality Management

Electives provide specialized knowledge relating to sub-areas and specializations within the chosen area. These set of electives give expert level insights that are critical for the success of a Quality Management professional. The MIS course provides a strong foundation in information systems management, which is critical for success in today's dynamic business environment. World Class Manufacturing course highlights the need for integrating quality into the manufacturing process with a view towards achieving and possibly even setting world class benchmarks. The Supply Chain Management course not only provides insights into the critical elements of the supply chain but also illustrates through case studies how Quality Management is critical for success in the operations area. Thus, each of the courses in this group of courses allows the participant to master a specialized body of knowledge that is relevant for the Quality Management professional.