

IDENTIFICATION

Course code : ESI-SPI-CI-AG4-S7-UE3-EC3
ECTS : 1

DURATION

Lectures : 4
Tutorial classes : 12
Labs : 0
Total : 16

Project :
Personnal work :

ASSESSMENT

1 individual grade 1 project grade

TEACHING MATERIALS

Course materials Regulations and standards

LANGUAGE

English

CONTACT

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UE : UE7-QHSE

COURSE : Quality and Performance Management

SCOPE OF THE COURSE

OBJECTIVES

To know how to design, implement, and manage a quality and performance management system

COMPETENCE AND SKILLS

— Analyze the internal and external context of an organization — Determine strategic orientations, policies, and objectives of an organization — Design and describe a management system through the process approach — Identify, assess, and control QHSE risks at the process level — Develop a global performance management system (QHSE/CSR)

PROGRAM

— History and concepts of quality — Implementing ISO 9001 :2015 certification — Analyzing a context, defining a strategy, and drafting a quality policy — Mapping and describing processes (SIPOC, risk analyses, monitoring) — Improving operational performance — Quality toolbox – Lean Management (5S, Kaizen, SMED, Just-in-Time, Kanban, Agile methods, etc.)

BIBLIOGRAPHY

— *La boîte à outils de la qualité* – 4th ed., Broché – Grand livre, February 5, 2020
— *Les outils de la performance industrielle*, Eyrolles Edition, March 2008 — ISO 9001, ISO 9002, ISO 9004 standards — EFQM Model

REQUIREMENTS

General knowledge of business Information research / bibliography Project management (PDCA, GANTT planning) Problem-solving methods