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**COURSE SYLLABUS**

**School:** Business  **Campus:** I

**Professor:** Alex D. Rosário

**Subjetct:** Quality Management and Sustainable Practices

**LLABUS**

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| **SUBJECT** | **AREA** | **WORKLOAD (HOURS)** |
| Quality Management and Sustainable Practices | International Business | 40 hours |
| **COURSE TOPICS** |
| * Introductory concepts
* Quality approaches and dimensions
* Quality Tools:
* Check Sheet
* Flow Chart
* Histogram
* Pareto Chart
* Brainstorming and Cause and Effect Diagram
* Scatter diagram
* Control chart
* Correction Action Plan.
* PDCA Cycle
* Quality Management System based on ISO9001
* Environmental Management System based on ISO14001
* Auditing Process
* Sustainable practices, a case study
 |
| **REFERENCES (TENTATIVE)** |
| CAMPOS, Vicente Falconi. **TQC-Controle da Qualidade Total.** 8ª ed. Belo Horizonte: Desenvolvimento Gerencial, 1992. 230 p. *(in portuguese)*Garvin, David A. **Managing Quality: The Strategic and Competitive Edge.** Free Press, 1988.Goetsch, David L., Davis, Stanley. **Quality Management for Organizational Excellence: Introduction to Total Quality**, 7th Edition. Published by Prentice Hall, 2009.Griffith Gary K. **The quality technician’s handbook**, 6th Edition. Published by Prentice Hall, 2012.Omachuno, Vincent K., Ross, Joel E., **Principles of Total Quality**, 3rd edtion. CRC Press, 2004Sanford, Carol. **The Responsible Business**. published 2011, Jossey-Bass |