

[QUALITY SYSTEMS AND HUMAN RESOURCES UTILIZATION]

(1) GENERAL

SCHOOL	Business Administration		
ACADEMIC UNIT	Business Administration		
LEVEL OF STUDIES	Postgraduate		
COURSE CODE	DEO317	SEMESTER	
COURSE TITLE	QUALITY SYSTEMS AND HUMAN RESOURCES UTILIZATION		
INDEPENDENT TEACHING ACTIVITIES		WEEKLY TEACHING HOURS	CREDITS
Lectures, Essay, Presentation		3	6
COURSE TYPE	Special background		
PREREQUISITE COURSES:	No		
LANGUAGE OF INSTRUCTION and EXAMINATIONS:	Greek		
IS THE COURSE OFFERED TO ERASMUS STUDENTS			
COURSE WEBSITE (URL)			

(2) LEARNING OUTCOMES

Learning outcomes
<p>As part of the course, the students through the lectures:</p> <p><i>They recognize, describe, define and analyze specialized topics related to Total Quality Management such as the Human side of Quality, Environmental standards (ISO 14001 and EMAS), Quality System Inspections, and Reliability</i></p> <p><i>Through the work of the course they analyze and synthesize through the use of bibliographic sources contemporary issues related to TQM</i></p> <p><i>Finally, they perceive and understand the importance and importance of QMS in increasing the satisfaction of internal and external customer needs, in the optimization of product or service production processes and the role of quality systems in the effectiveness and efficiency of the organization.</i></p>
General Competences
<p><i>In the context of the course, the students look for bibliographic sources and information concerning contemporary issues of the DOP.</i></p> <ul style="list-style-type: none"> - <i>They work and cooperate in groups to prepare the tasks of the course</i> - <i>The students are asked to document the results of the bibliographic review as well as the conclusions and proposals resulting from their work.</i> - <i>Through discussion and involvement in the lectures, students have the opportunity to freely express their opinions and produce through dialogue the ability of active listening and critical thinking.</i>

(3) SYLLABUS

The purpose of the course is to familiarize students with the concepts of reliability, environmental management systems (ISO14001, EMAS, ISO 26000), quality audits, the role of the quality inspector, the relationship between quality and human resource utilization potential through the implementation of quality systems and modern quality tools.

1. Reliability

- *Reliability Definitions*
- *Characteristics of Reliability*
- *Reliability Assessment Techniques*
- *Reliability Data*

2. Quality and Environment

- *Environmental Issues and priorities*
- *Environmental Management and control – EMAS*
- *Environmental Standards – ISO 14001, ISO 26000*

3. Inspection of Quality Systems

- *Description and Analysis of the main Standards*
- *Types of Quality Audits – Role of the Inspector/ Quality Auditor*
- *Preparation and Management of Inspections*
- *Inspection Execution and Evaluation*

4. Modern Quality Tools

- *Six Sigma*
- *Lean Six Sigma*

5. Quality and Utilization of Human Resources

- *Human Resources Management (Personnel Management)*
- *Participation of Employees*
- *Education and Training of Employees*
- *Performance Evaluation and Recognition of Employees*
- *Satisfaction and Upgrading of employees' quality of life*
- *Business ethics*

(4) TEACHING and LEARNING METHODS - EVALUATION

DELIVERY	Face-to-face, Distance learning	
USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY	<i>Use of new technologies (ppt presentations, use of educational videos), eclass-based material to improve immediacy and better understanding of course content by students.</i>	
TEACHING METHODS	Activity	Semester workload
	Lectures	39
	Laboratory exercises	26
	Interactive teaching	25
	Writing paper	30
	Presentation of work	20
	Study	20
	Course total	160
STUDENT PERFORMANCE EVALUATION	<ul style="list-style-type: none"> - <i>Written Project</i> - <i>Presentation of written Project in class</i> - <i>Final exams with multiple choice questions, development and case study analysis</i> 	

(5) ATTACHED BIBLIOGRAPHY

- Suggested bibliography:

- Dale, B & Cooper, C and Wilkinson, A. (1997) "Managing Quality & Human Resources. A guide to Continuous Improvement." Blackwell
- Dale, B & Cooper, C (1992) Total Quality & Human Resources. An Executives guide. Blackwell
- John Chopin (1991) Quality Through People. IFS Publications, UK
- Βελτίωση Ποιότητας. Γ. Τσιότρας, 1995, Εκδόσεις Μπένου
- Pfeffer J. (1994) Competitive advantage through people. Harvard Business School Press, Boston, MA
- Vouzas, F. (2004), "HR utilization and quality improvement: the reality and the rhetoric: the case of Greek industry", The TQM Magazine, Vol. 16 No. 2, pp. 12535
- Vouzas, F. and Gotazamani, K. (2005), "Best practices of selected Greek organizations on their road to business excellence: the contribution of the new ISO 9000:2000 series of standards", The TQM Magazine, Vol. 17 No. 3, pp. 25966
- Wilkinson, A., Allen, P. and Snape, E. (1991), "TQM and the management of labour", Employee Relations, Vol. 13 No. 1, pp. 2431
- Wright, P.M., McMahan, G.C., McCormick, A. and Sherman, W.S. (1998), "Strategy, core competence, and HR involvement as determinants of HR effectiveness and refinery performance", Human Resource Management, Vol. 37 No. 1, pp. 1729