

HRODC Training Institute



Course # 25

On-Line Postgraduate Programme

Modern Quality Systems

Course or Seminar

Leading To

DIPLOMA - POSTGRADUATE IN

Modern Quality Systems

Progressing To a Masters Degree

MBA – MSc – MA

HRODC Postgraduate Training Institute - UKRLP Registration

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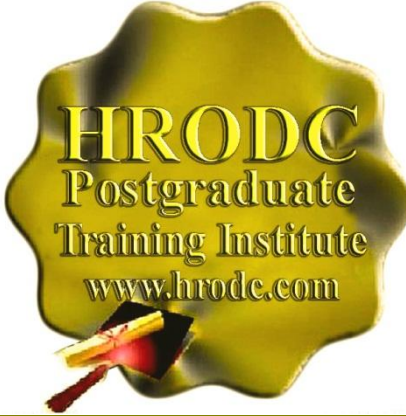

Prof. Dr. R. B. Crawford - Director HRODC Postgraduate Training Institute

PhD (London), MEd.M. (Bath), Adv. Dip. Ed. (Bristol), PGCIS (TVU), ITC (UWI), MAAM, MAOM, LESAN, MISGS. Visiting Prof. P.U.P.

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 <p>122A Bhylls Lane, Wolverhampton, WV3 8DZ, UK Telephone: +44 (0) 1902 763 607 +44 (0) 1902 569133 Mobile: +44 (0) 7736 147507 E-mail: institute@hrodc.com reception@hrodc.com Websites: (1) http://www.hrodc.com (2) http://hrodc-business-products-and-services.com</p>	 <p>HRODC Postgraduate Training Institute www.hrodc.com</p>	 <p>328 Linen Hall, 162-168 Regent Street, London. W1B 5TD, UK Tel: +44 (0) 20 84809628 Mobile: +44 (0) 7736 147507 E-mail: institute@hrodc.com reception@hrodc.com Websites: (1) http://www.hrodc.com (2) http://hrodc-business-products-and-services.com</p>
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COURSE CO-ORDINATOR:

Prof. Dr. R. B. Crawford

- PhD (London),
- MEd. M. (Bath),
- Adv. Dip. Ed. (Bristol),
- PGCIS (TVU),
- ITC (UWI),
- Member of the Asian Academy of Management - MAAM,
- Member of the International Society of Gesture Studies - MISGS
- Member of the Academy of Management - MAOM,
- LESAN,
- MSCOS
- Visiting Professor Polytechnic University of the Philippines - PUP

Typical Course Duration: 6 Months

COST:

- **£2,010.00** + V.A.T. For UK Students
- **£2,278.00** + V.A.T. Non-UK Students

Course Cost includes:

- Course Guide and Supplement,
- Course Material
- On-line Support
- Available Learning Resources
- Assessment over 6 month's period
- Reassessment over 6 month's period
- HRODC Diploma – Postgraduate
- Dissertation cost includes Reexamination and Revision over a 3-year period from 1st Registration.

Modern Quality Systems Course

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Objectives

By the conclusion of the specific learning activities, delegates will be able to:

1. Demonstrate their appreciation for consumer and client demand for quality
2. Demonstrate their awareness of consumers' increasing quality consciousness
3. Exhibit an understanding of the role of Quality Systems in:
4. Creating a positive organizational image
5. Lowering operational costs
6. Reducing or averting product or service liability litigation
7. Demonstrate their understanding of 'Modern Control Systems'
8. Determine the place of mutual adjustment, as a co-ordinating mechanism within specific organisational settings – determined by their sizes and stages of development, and work process
9. Determine how management information systems support organisational control
10. Determine the cybernetic value of computerised information system in general organisational functioning and specifically management control system
11. Evaluate the impact of a haphazard management accounting system on the overall organisational control mechanism
12. Explain the import conversion export process
13. Apply the concept of equifinality in organisational control
14. Indicate when managerial control should be relaxed, to facilitate organisational development, quality improvement and continuous professional development
15. Establish quality objectives
16. State quality objectives as precisely as possible
17. Set quality objectives in relation to other organisational objectives
18. Relate objectives to specific actions, whenever necessary
19. Pinpoint expected results
20. Specify when goals are expected to be achieved
21. Distinguish between strategic, tactical and operational quality objectives
22. Establish a 'quality-throughput accounting balance'
23. Demonstrate how a continuous improvement strategy might be designed and implemented
24. Illustrate how just-in-time system works in practice

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25. Establish the difference in 'push' and 'pull' between Just-In-Time (JIT) System and Material Requirement Planning (MRP)
26. Demonstrate their understanding of the fundamental differences between JIT and MRP
27. Demonstrate the quality benefits of JIT vs. MRP
28. Indicate the quality issues involved in JIT and MRP
29. Exhibit Their understanding of the Sourcing strategies, which are necessarily employed in JIT and MRP
30. Demonstrate their ability to circumvent problems posed by Single Sourcing
31. Exhibit their understanding of the fundamental tenets of Total Quality Management (TQM)
32. Demonstrate their ability to contextualise the following:
 - a. What is the International Organisation for Standardization (ISO)
 - b. What '*international standardization*' means
 - c. How ISO standards benefit society
 - d. The hallmarks of the ISO brand
 - e. ISO and world trade
 - f. ISO and developing countries
 - g. How to recognize an ISO standard
 - h. The big, wide world of ISO standards
 - i. What makes ISO 9000 and ISO 14000 so special
 - j. What makes conformity assessment so important
33. ISO9000 as a quality framework
34. The ISO9000 Family
35. ISO 1400: An Introduction
36. Demonstrate their understanding of the role of the British Standard Institution (BSI) as an International Quality Assessment Body
37. Exhibit their ability to plan, establishing & monitor Quality Systems
38. Exhibit an understanding of the fundamental principles of Total Quality Management (TQM)
39. Demonstrate their ability to Implement and Monitoring TQM
40. Demonstrate an understanding of the operational constraints of popular quality systems
41. Illustrate the perceptual value of quality assurance
42. Exhibit their ability to establish quality assurance from quality objectives
43. Demonstrate their ability to Quality Benchmarking

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44. Evaluate the standards proposed by internationally acclaimed quality protagonists, such as:
 - a. Philip B. Crosby,
 - b. W. Edwards Deming,
 - c. Joseph M. Juran,
 - d. Shigeo Shingo, and
 - e. Armand V. Eigenbaum
45. Use quality as a basis for conducting an internal and external environmental analysis
46. Demonstrate their ability to use quality as the basis for conducting a strategic operational review
47. Exhibit their ability to initiate and institutionalise incremental quality improvement
48. Demonstrate their ability to Identify areas for quality improvement
49. Exhibit an understanding of the role of communication for quality improvement
50. Demonstrate their understanding of the role OF Research and Development for Quality Improvement

Modern Quality Systems Course

Course Contents & Concepts

1. Quality: A Definition
2. Clients' Quality Consciousness
3. The Law And Development of Quality Assurance
4. Using quality as a tool to:
 - a. **Create a positive organisational image**
 - b. **Lower operational costs**
 - c. **Reduce or avert product or service liability litigation**
5. Modern control systems
6. Management Information System
7. Computerized Information systems
8. Information speed
9. Information retrieval
10. Management accounting system
11. The Import- conversion –export process

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12. The import process
13. The conversion process
14. The export process
15. Operational control system
16. Service operation
17. Process scheduling
18. Loading
19. Sequencing
20. Detailed scheduling
21. Inventory control
22. Cost control
23. Quality control
24. Controlling utilisation of organisational resources
25. Co-ordinating as a control mechanism
26. Mutual adjustment
27. Direct supervision
28. Standardisation of work process
29. Standardisation of input-skills, knowledge and attitudes
30. Standardisation of output
31. Organisational structure as a control function
32. Communication dissemination
33. Decision making involvement
34. The 'IN' inventory
35. The 'OUT' inventory
36. The 'JIT' inventory system
37. The KANBAN System
38. Establishing quality objectives
39. Stating precise objective
40. Setting quality objectives in relation to other organisational objectives
41. Relating objectives to specific actions
42. Pinpointing expected results
43. Specifying when goals are expected to be achieved

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44. Distinguishing between strategic, tactical and operational quality objectives
45. Establishing a 'quality-throughput accounting balance'
46. Continuous Improvement Programme
47. Just-In-Time (JIT) Compared With Material Requirements Planning (MRP)
48. JIT Vs MRP: Component & Material Sourcing Strategy
49. The quality benefits of JIT vs. MRP
50. The quality issues involved in JIT and MRP
51. Kaizen Or Continuous Improvement
52. Modern Quality Systems
53. The British Standard Institution (BSI) as an International Quality Assessment Body
54. The fundamental principles of Total Quality Management (TQM)
55. Implementing and Monitoring TQM
56. What is the International Organisation for Standardization (ISO)
57. What '*international standardization*' means
58. How ISO standards benefit society
59. The hallmarks of the ISO brand
60. ISO and world trade
61. ISO and developing countries
62. How to recognize an ISO standard
63. The big, wide world of ISO standards
64. What makes ISO 9000 and ISO 14000 so special
65. What makes conformity assessment so important
66. ISO9000 as a quality framework
67. The ISO9000 Family
68. ISO 1400: An Introduction
69. Planning, Establishing & Monitoring Quality Systems
70. The perceptual value of quality assurance
71. Establishing quality assurance from quality objectives
72. Quality Benchmarking
73. Guidelines for achieving quality:
 - a. Philip B. Crosby,
 - b. W. Edwards Deming,

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- c. Joseph M. Juran,
- d. Shigeo Shingo,
- e. Armand V. Eeigenbaum

- 74. Quality and internal and external environmental analysis
- 75. Quality and strategic operational review
- 76. Incremental quality improvement
- 77. Identifying areas for quality improvement
- 78. Communication for quality improvement
- 79. Researches and Development for Quality Improvement



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On-line Postgraduate Application, Admission and Enrolment Procedure

On-line Postgraduate Enrolment can be done at any time convenient to the student

1. Continuous Registration for Postgraduate Diploma and Masters Degree – MA, MSc, MBA, Executive MBA

Prospective students might register for a Full Postgraduate Diploma or Masters Degree, in the first instance. This will represent a continuous registration, incorporating the different courses, and, or, modules. The duration of a Postgraduate Diploma or Postgraduate Diploma component of a Masters Degree is typically two years but is longer for programmes such as Executive MBA. The procedure outlined below is more appropriate for those studying individual courses.

2. Online Application Requirement:

Please send the following documents:

- ✚ Completed Postgraduate Application Form, including a passport sized picture of the applicant
- ✚ Copy of Issue and photo page of your current passport or copy of you National Identity Card, if it has your photograph incorporated.
- ✚ Two recent References, at least one of which should be academic – from your University or College

3. What Happens Next?

- ✚ On receipt of all the above documents we will make an assessment of your suitability for the Programme.
- ✚ If you are accepted on the Programme, you will be notified accordingly and sent an Admission and Enrolment Confirmation Letter and Invoice.
- ✚ One week after the receipt of your payment or official notification of your payment, your course tutor will contact you, by e-mail or telephone, welcoming you to the Programme and officially commencing your study.
- ✚ The six months countdown begins with the initial Tutor Contact.

4. Subsequent Course Registration

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Once you have registered for one course, subsequent course registration is straightforward

- ✚ When you have notified us, by e-mail, of your intention to register for another course, we will send you your Admission and Enrolment Confirmation Letter and Invoice.
- ✚ One week after the receipt of your payment or official notification of your payment, your course tutor will contact you, by e-mail or telephone, welcoming you to the Programme and officially commencing your study.
- ✚ The six months countdown begins with the initial Tutor Contact.

5. Registering for the Masters Degree

- ✚ When you have successfully completed the requirement for the Postgraduate Diploma, you will receive the Award
- ✚ If you intend to proceed to the Masters degree, you need to register for course #7, Research Project: Design, Conduct & Report
- ✚ Close to the completion of this compulsory course, you may register for the Masters Degree
- ✚ Your Masters Degree registration will incorporate a Synopsis or Research Proposal. The groundwork for this would have been addressed by course #7.
- ✚ We will then send you your Admission and Enrolment Confirmation Letter and Invoice.
- ✚ You will be assigned a Dissertation Supervisor and a Dissertation Mentor
- ✚ Your Dissertation Supervisor will have the main responsibility for your work
- ✚ Your Dissertation Mentor will have casual contact with you and resolve any problems that you might be experiencing with your supervision that your Dissertation Supervisor cannot address or that you do not wish to bring to his or her attention
- ✚ One week after the receipt of your payment or official notification of your payment, your Dissertation Supervisor will contact you, by e-mail or telephone, welcoming you to the Programme and officially commencing your study.
- ✚ The two year countdown begins with the initial Supervisor Contact.

General Regulation For HRODC Postgraduate Degrees – MBA, MA, MSc Programmes

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Summary of the Regulation For HRODC Postgraduate Degrees – MBA, MA, MSc Programmes

Students who have successfully completed the HRODC General Postgraduate Diploma, HRODC Specialist Postgraduate Diploma and HRODC Cumulative Postgraduate Diploma may proceed to register for the Postgraduate Degree (MBA, MA, MSc). HRODC Cumulative Postgraduate Diploma relates to a Diploma that is granted through the addition of courses taken at intervals over a 6-year period. This type of Postgraduate Diploma might include both General and Specialist groupings. The requirement incorporates the '180-Hour Rule', wherein a delegate should accumulate at least 180 study-hours, in order to qualify for a Postgraduate Diploma.

After the Postgraduate Diploma Stage, students might register for a Masters Degree (MA, MBA, MSc – as appropriate). They will then be required to study a research module – Course #7 and present an externally assessed Dissertation of 15,000 to 20,000 words. They will receive supervision from 2 research tutors and will submit to an Oral Examination of their Thesis.

HRODC Postgraduate Diploma and Diploma – Postgraduate.

HRODC Postgraduate Diploma and Diploma - Postgraduate: Distinction and Award

The successful completion of four on-line Postgraduate Courses will lead to the award of HRODC Training Institute's Postgraduate Diploma. Each six month's course, which is successfully completed, will lead to the Institute's Diploma - Postgraduate. The term 'Diploma – Postgraduate' indicates that the course is postgraduate and counts towards a full Postgraduate Diploma

Individual Modules and Blocks of HRODC Postgraduate Diploma can be studied over a 6-year period. All modules or Blocks, in the case of the Postgraduate Diploma in Executive Management, must have been studied, with Students gaining 50% and above in at least 70% of the modules or blocks. To achieve the attainment level required for the Award of HRODC Postgraduate Diploma in Communication and

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Information Management, students should achieve a minimum of 50% pass in at least 70% of the modules. Module one will be treated as a double-unit and assessed in 2-parts, while module 3 will be regarded as 4 units, assessed in 4 distinct parts. There are, therefore 10 units, for assessment purpose, requiring at least a pass in 7 units, at 50% or higher. The assessment will be facilitated by the issuance of bound copies of course guides and course supplement (possibly combined), at the beginning of the training.

Students who fail to achieve the requirement for HRODC Postgraduate Diploma, or Diploma - Postgraduate - will be given support for 2 re-submissions. Those students who fail to achieve the requirement for the Postgraduate Diploma or Diploma - Postgraduate - on 2 resubmissions, or those who elect not to receive them, will be awarded the Certificate of Participation.

Title Examples of HRODC Postgraduate Diploma and HRODC Diploma - Postgraduate

HRODC Postgraduate Diploma Course or Seminar Titles include: *HRODC Postgraduate Diploma in Human Resource Management; HRODC Postgraduate Diploma in Comprehensive Human Resource Management; HRODC Postgraduate Diploma in Executive Management; HRODC Postgraduate Diploma in Comprehensive Real Estate Management; HRODC Postgraduate Diploma in Women in Management; HRODC postgraduate Diploma in Comprehensive Project Management; HRODC Postgraduate Diploma in Communication and Information Management.*

HRODC Diploma – Postgraduate - Course or Seminar Titles include: *HRODC Diploma - Postgraduate - in Financial Risk Management; HRODC Diploma - Postgraduate - in Judging Economic and Financial Crimes; HRODC Diploma - Postgraduate - in UK Legal System: Court Organisation and Management; HRODC Diploma - Postgraduate - in Organisational Change Management; HRODC Diploma - Postgraduate - in Client Or Customer Care; Leading to HRODC Diploma -*

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Postgraduate - in Trainer Training: Training for Trainers; HRODC Diploma - Postgraduate - in Worker Motivation; HRODC Diploma - Postgraduate - in Employee Resourcing: Recruitment and Selection; HRODC Diploma - Postgraduate - in Diversity Management; HRODC Diploma - Postgraduate - in Research Project Management; HRODC Diploma - Postgraduate - in Anti-Dumping and Anti-Subsidy; HRODC Diploma - Postgraduate - in Internal Audit; HRODC Diploma - Postgraduate - in Fundamentals of Automotive Industry; HRODC Diploma - Postgraduate - in Advanced Project Management; HRODC Diploma - Postgraduate - in Productivity Improvement; HRODC Diploma - Postgraduate - in Introduction to Real Estate Management; HRODC Diploma - Postgraduate - in Conveyancing and Property Valuation; HRODC Diploma - Postgraduate - in UK Employment Law; HRODC Diploma - Postgraduate - in UK Consumer Law; HRODC Diploma - Postgraduate - in ISO 9000 Quality Systems; HRODC Diploma - Postgraduate - in Modern Quality Systems; HRODC Diploma - Postgraduate - in Modern Quality Systems and ISO 9000; HRODC Diploma - Postgraduate - in Personnel and Occupational Testing; HRODC Diploma - Postgraduate - in Personnel and Occupational Test Questionnaire Design and Results Analysis; HRODC Diploma - Postgraduate - in Information, Risk and Security Management; HRODC Diploma - Postgraduate - in Executive Leadership and High Performance Team Management; HRODC Diploma - Postgraduate - in Organisational Design: Structuring and Restructuring Organisations; HRODC Diploma - Postgraduate - in Investment Projects in Industrial Sector; HRODC Diploma - Postgraduate - in Industrial Investment Performance Evaluation; HRODC Diploma - Postgraduate - in Strategic Management and Project Management; HRODC Diploma - Postgraduate - in Fundamentals in Oil and Gas Accounting; HRODC Diploma - Postgraduate - in Advanced Financial Accounting; HRODC Diploma - Postgraduate - in Advanced Cost Management; HRODC Diploma - Postgraduate - in Assessing Parenting Capability and Children's Need; and Recording & Report Writing For Social Service; HRODC Diploma - Postgraduate - in Strategic Management and Strategic Cost Management; HRODC Diploma - Postgraduate - in Strategic Management

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Accounting; HRODC Postgraduate Diploma - Postgraduate - in Advanced Budgeting; HRODC Diploma in Fundamentals of Air Cargo.

HRODC Postgraduate Diploma Typology

HRODC would like to initiate and maintain a typology that will distinguish between its 3 main categories of Postgraduate Diploma:

1. HRODC General Postgraduate Diploma
2. HRODC Specialist Postgraduate Diploma
3. HRODC Cumulative Postgraduate Diploma

HRODC General Postgraduate Diploma refers to the Postgraduate Diploma, which consists of generic courses, taken within a three-year period. HRODC Specialist Postgraduate Diploma must be construed to mean a Postgraduate Diploma that consists of related courses. These include: *HRODC Postgraduate Diploma in Human Resource Management; HRODC Postgraduate Diploma in Comprehensive Human Resource Management; HRODC Postgraduate Diploma in Executive Management; HRODC Postgraduate Diploma in Comprehensive Real Estate Management; HRODC Postgraduate Diploma in Women in Management; HRODC Postgraduate Diploma in Comprehensive Project Management; HRODC Postgraduate Diploma in Communication and Information Management.*

HRODC Cumulative Postgraduate Diploma relates to a Diploma that is granted through the addition of courses taken at intervals over a 6-year period. This type of Postgraduate Diploma might include both General and Specialist groupings. The requirement incorporates the '180-HourRule', wherein a delegate should accumulate at least 180 study-hours, in order to qualify for a Postgraduate Diploma.

HRODC's Quality Assurance

The 50% minimum attainment requirement for the HRODC Postgraduate Diploma and HRODC Diploma - Postgraduate - is an attestation to our concern for quality and exceptional performance. This 'standard' is in line with most British Universities, some having recently moved away from their traditional 40% attainment requirement.

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One of the several ways in which HRODC assures academic and professional quality is to ensure that most of its consultants hold a PHD in their areas of specialism. The lowest qualification of any consultant at HRODC is an MA and, or, MSc. These qualifications are in addition to relevant experience and continuous development. While most applicants to HRODC Postgraduate Diploma and HRODC Diploma - Postgraduate - Programmes are holders of Undergraduate and Postgraduate Degrees, some being Professors of internationally renowned Universities, others do not hold a degree but have substantial work and life experience to excel in the courses. In addition, HRODC has instituted the '180-HourRule', wherein a delegate should accumulate at least 180 study-hours, in order to qualify for a Postgraduate Diploma. Specialist Diploma such as the HRODC 'Postgraduate Diploma in Executive Management' consists of 540 hours.

In addition to the above, HRODC has incorporated the following additional Quality measures in its Postgraduate Degree Programme – These can also be found in the document *Regulation For HRODC Postgraduate Degrees – MBA, MA, MSc Programmes*

1. The length of the Dissertation will be between 15,000 and 20,000 words. Higher or lower limits can only be accepted through special dispensation, tabled through their Dissertation Tutor;
2. Students will be assigned one Main Dissertation Supervisor, for formal tuition, and a Dissertation Mentor, who will provide them with informal advice, in conjunction with their Main Dissertation Supervisor;
3. Students' Viva Voce, or Oral, Examination will be conducted within 3 months of the submission of their Dissertation;
4. The Dissertation Examination will be conducted by an External and an Internal Examiner;
5. The External Examiner will be drawn from a recognized University and will be an Academic in the Discipline, who is not otherwise associated with HRODC;
6. The Internal Supervisor will be an HRODC Tutor, who is neither Students' Main Dissertation Supervisor or their Dissertation Mentor;

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7. The submission date of a Masters Dissertation is expected to be within 12 calendar months of their initial registration for the Degree but can be extended, on application, to a period not exceeding 24 months;
8. In the event that Students were not successful on the first attempt, they will be given the opportunity to make minor amendment to, or revise, their Dissertation, with the guidance of their Dissertation Supervisors.

Course Admission and Registration:

As an Award-bearing Postgraduate Course, it is essential that we assess the aptitude of our potential participants. We, would, therefore appreciate if you might complete our standard Postgraduate Application Form, which is available on request (please see our contact details above), or downloadable from:

http://www.hrodc.com/Brochure_Download_Centre.Company_Brochures_Seminar_Brochures_Seminar_Schedule.htm

If your previous qualifications and experience are in line with our admission criteria, you will be sent an official notification of your admission to the course or courses for which you have applied, along with a Proforma invoice, for the payment of the relevant fees. You will then be duly registered for the course/s as soon as we have received your payment.

Terms and Conditions

HRODC Policy Terms and Conditions are Available for viewing at:

<http://www.hrodc.com/COSTS.htm>

Or Downloaded, at:

http://www.hrodc.com/Brochure_Download_Centre.Company_Brochures_Seminar_Brochures_Seminar_Schedule.htm

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