

35E00550 Quality and Performance Management

SYLLABUS

Version (15.12.2023)

Instructor's contact information	Course information
Markku Kuula Markku.Kuula@aalto.fi T209 Teemu Valminen, course assistant Teemu.Valminen@aalto.fi By agreement https://people.aalto.fi/index.html?language=english#markku_kuula	M.Sc.(Econ), Information and Service Management programme; advanced specialization studies. Period III (2023-2024) Location: On site English https://mycourses.aalto.fi/course/view.php?id=38295

1. OVERVIEW

The course focuses on process improvement and examines classic ideas in quality management as well as recent ideas about restructuring processes to reach world-class quality.

2. PREREQUISITES

Thorough knowledge in Tuotannon ja palveluiden johtaminen (ISM-A3002) or corresponding skills acquired elsewhere highly recommended.

Mathematical skills recommended: Basic calculus, polynomial functions and their derivation, regressions.
Statistics skills recommended: Statistical distributions and central limit theorem.
Good MS Excel skills.
Recommended also for Logistics PhD-students.

3. LEARNING OUTCOMES

Business success depends on a company's ability to produce products and services to match customers need. The aim of this course is to familiarize students with concepts and methods in quality and performance management. Further, students will understand the role of quality in related to all processes and products/services of a company, and to understand that better quality products/services and processes enhance the company's performance and thus improve the company's profitability.

4. ASSESSMENT AND GRADING

Cases and assignments 100% including Lean Six Sigma Yellow Belt certification which must be passed.

5. ASSIGNMENTS

Two Obligatory Real Cases and assignments, Case solutions are returned according to the lecture schedule and the Exercise solutions before the feedback sessions.

Exercises: Tuesdays R038/T003 Saastamoisen säätiö 10:15-12:00

30.1. Tue	Exercise deck 1	Assignment feedback session	Assignment 1
6.2. Tue	Exercise deck 2	Assignment feedback session	Assignment 2

6. READINGS

H.S. Gitlow, R. J. Melnyck, and D. M. Levine, A Guide to Six Sigma and Process Improvement for Practitioners and Students: Foundations, DMAIC, Tools, Cases, and Certification (2nd Edition) 2015 ISBN· 10:0133925366

Articles and other lecture materials

7. PRELIMINARY SCHEDULE

Quality and Performance Management (35E00550)
Aalto University School of Business - Department of Information and Service Management
Lectures: Mondays and Wednesdays U1 (Otakaari 1) 12:00-14:00

Mon 8.1.	Introduction to Quality and Performance Management DMAIC	Course introduction	Lecture 1
Wed 10.1.	Understanding variation	Tools and Methods	Lecture 2
Mon 15.1.	Measuring the processes	Tools and Methods	Lecture 3
Wed 17.1.	Process management and continuous improvement	Tools and Methods	Lecture 4
Mon 22.1.	Quality development at Heureka and related case assignment	Case I – Vesa Lepistö Experience director	Lecture 5
Wed 24.1.	Performance Measurement and Strategic Information Management	Tools and Methods	Lecture 6
Mon 29.1.	Quality development at Hilti and related case assignment	Case II – Director Ulf Forsell	Lecture 7
Wed 31.1.	Leaders in the Quality Revolution and Case Heureka Return Session	Vesa Lepistö Experience director	Lecture 8
Mon 5.2.	Lean tools and understanding data	Tools and Methods	Lecture 9
Wed 7.2.	Voice of customer and markets and Case Hilti Return Session	Director Ulf Forsell	Lecture 10
Mon 12.2.	Finnish Quality Association & Excellence Finland and Service Quality	Visitors: Suomen laatu yhdistys RY, Petri Lehtipuu	Lecture 11
Wed 14.2.	Lean Six Sigma Yellow Belt test		Lecture 12

8. COURSE WORKLOAD

Classroom hours	28 h
Independent and group work	132 h
Total	160h (6 op)

9. ETHICAL RULES

Aalto University Code of Academic Integrity and Handling Thereof>

<https://into.aalto.fi/pages/viewpage.action?pageId=3772443>

10. OTHER ISSUES

- Registration to course: SISU
- Changes to the schedule are possible!