

# 35E00550 Quality and Performance Management

## SYLLABUS

Version (18.12.2020)

Instructor's contact information	Course information
Markku Kuula Markku.Kuula@aalto.fi T209 Thanh Tran, course assistant Thanh.Tran@aalto.fi By agreement <a href="https://people.aalto.fi/index.html?language=english#markku_kuula">https://people.aalto.fi/index.html?language=english#markku_kuula</a>	M.Sc.(Econ), Information and Service Management programme; advanced specialization studies. Period III (2020-2021) Location: OnLine English <a href="https://mycourses.aalto.fi/course/view.php?id=23788">https://mycourses.aalto.fi/course/view.php?id=23788</a>

### 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 Tuotantotalous (35A00110), Tuotantotalouden perusteet (35A00310), Operations Management (35A00210), 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 Cases and assignments

Exercises: Wednesdays Online 13.15-15.00

28.1. Thu	Exercise deck 1	Assignment feedback session	Assignment 1
4.2. Thu	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 Online 13.15-15:00**

Mon 11.1.	Introduction to Quality and Performance Management DMAIC	Course introduction	Lecture 1
Wed 13.1.	Leaders in the Quality Revolution		Lecture 2
Mon 18.1.	Understanding variation	Tools and Methods	Lecture 3
Wed 20.1.	Measuring the processes	Tools and Methods	Lecture 4
Mon 25.1.	Process management and continuous improvement	Tools and Methods	Lecture 5
Wed 27.1.	Quality development at Posti / Case Posti assignment	Visitor Marko Enberg Director, Customer experience & quality	Lecture 6
Mon 1.2.	Performance Measurement and Strategic Information Management	Tools and Methods	Lecture 7
Wed 3.2.	Finnish Quality Association & Excellence Finland Case Posti Return Session	Visitors: Suomen laatuystyhdystys RY, Petri Lehtipuu and Marko Enberg Director, Customer experience & quality	Lecture 8
Mon 8.2.	Lean tools and understanding data		Lecture 9
Wed 10.2.	Voice of customer and markets		Lecture 10
Mon 15.2.	Service Quality, Case: John Smithers at Sigtek Return Session	Case: John Smithers at Sigtek	Lecture 11
Wed 17.2.	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: WEB-ODI
- Changes to the schedule are possible!