

<b>Short Course Title</b>	<b>Quality Management</b>
<b>Course Description</b>	<p>This short course has been designed to assist delegates with understanding the importance of Quality Management and to be able to apply its principles in the workplace. Delegates will be able to identify costs associated with quality and review the TQM functions to determine how they apply to an organisation. The short course covers the following outcomes:</p> <ul style="list-style-type: none"> <li>• Review the theories, principles, concepts and models of TQM.</li> <li>• Identify costs associated with quality.</li> <li>• Assist the organisation with improving competitiveness by using TQM principles and tools.</li> </ul>
<b>Admission Requirements</b>	<p>The minimum admission requirements for admission to the Quality Management short course are:</p> <ul style="list-style-type: none"> <li>• Twenty three years of age.</li> <li>• Three years business experience.</li> <li>• Senior certificate or NQF 4 equivalent.</li> </ul>
<b>Delivery Methodology</b>	Contact Sessions
<b>Duration</b>	36 contact hours / 5 Full days
<b>Price</b>	Refer to BSU Fee Schedule
<b>Enquiry Contact</b>	bsuenquiries@dut.ac.za / 031 -373 5710/5762