Course specifications of

Quality of Service Industries - MDP 325

University: Ain Shams   **Faculty: Engineering**

Programme on which the course is given	B. Sc. in Production Engineering
Major or minor element of programme	N.A.
Department offering the programme	Design and Production Engineering
Department offering the course :	Design and Production Engineering
Academic year/ Level :	Fourth year / First semester
Date of specification approval :	

A- Basic Information

Title : Quality of Service Industries   **code :** MDP-325
Credit Hours : N.A.   **Lecture :** 2
Tutorial : 2   **Practical**   **Total:** 4

B- Professional Information

1 – Overall aims of course

By the end of the course the students will be able to:

- Demonstrate knowledge and understanding of the different quality control tools.
- Introduce students to both qualitative and quantitative information and techniques to arrive at economical and socially responsible solutions.
- Reason critically, both individually and collaboratively, draw sound conclusions from information, ideas, and interpretations gathered from various sources and disciplines
- Apply those conclusions to the solutions of real-world engineering problems.

2- Intended learning outcomes of course (ILOs)

a-Knowledge and understanding

a1 - Provide an introduction to the fundamental concepts of statistical process control, total quality management, six sigma and the application of these concepts, philosophies, and strategies to issues arising in government and industry.

a2 - Enhance the student's understanding of the complexities of statistical analysis and control-chart interpretation and their work-place application.

a3 - Provide skills in diagnosing and analyzing problems causing variation in manufacturing and service industry processes.

a4 - Provide a basic understanding of "widely-used" quality analysis tools and techniques. Create an awareness of the quality management problem solving techniques currently in use.

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b-Intellectual skills

b1 - Improve students understanding of statistical tools and their application.

b2 - Assess approaches to analyze different problems and statistical experiments.

b3 - Assess means of analyzing quality problems within the organization, thus maintaining high quality and market superiority.

c-Professional and practical skills

c1 - Identify the different quality analysis tools with which the engineer is likely to deal.

c2 - Deal with professional terms such as presentation of data, hypothesis sampling and control charts.

c3 - Create effective work area.

d-General and transferable skills

d1 - Conduct oral and written presentations.

d2 - Practice working in a team to develop communication skills.

3- Contents

No	Course Content	lectures	tutorial	Total
1	industrialization of service	2	2	4
2	unique nature of service charachteristics	2	2	4
3	the differences between service and manufacturing industries	2	2	4
4	classifications of service industries	2	2	4
5	productivity in service systems	2	2	4
6	service technology	2	2	4
7	service systems design	4	4	8
8	managing quailty in service systems	2	2	4
9	service management	2	2	4
10	customer role in service industry and customer rights	2	2	4
11	customer information program	2	2	4
12	customer compliant	4	4	8
13	customer delight	2	2	4
	Total Hours	30	30	60

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4- Assessment schedule

Assessment method	No	Description	Week No	Weight (%)
assignment and quiz	1	assignment1	Week 3	2
reports	5	report1	Week 5	5
assignment and quiz	2	assignment2	Week 5	5
assignment and quiz	3	assignment3	Week 9	5
assignment and quiz	4	quiz	Week 10	5
reports	6	report2	Week 11	5
assignment and quiz		assignment4	Week 12	3
Written exams		final exam	Week 16	70
Total				100 %

5- List of references

5.1   Course notes

  - Course notes

5.2   Essential books (text books)

  - Grant,E.L.,"Statistical Quality Control", McGraw Hill, New York, 1996.

  - Motgomery, D. C., "Introduction to Statistical Quality Control", John Wiley and Sons, N.Y., 1997.

5.3   Periodicals, Web sites, … etc

  - www.ASQ.org

6- Facilities required for teaching and learning

- Appropriate teaching class accommodations including presentation board and data   show.

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Course Content/ILO Matrix

Course Content	a1	a2	a3	a4	b1	b2	b3	c1	c2	c3	d1	d2
industrialization of service	●	●			●							
unique nature of service charachteristics		●										
the differences between service and manufacturing industries		●										
classifications of service industries		●										
productivity in service systems	●											
service technology				●		●						
service systems design		●					●					
managing quaility in service systems	●						●					
service management			●	●								
customer role in service industry and customer rights	●	●										
customer information program		●						●	●	●	●	●
customer compliant	●								●			
customer delight			●							●		

Learning Method /ILO Matrix

Learning Method	a1	a2	a3	a4	b1	b2	b3	c1	c2	c3	d1	d2
lectures	●	●	●	●	●	●	●	●	●	●		
tutorial	●	●	●	●	●	●	●	●	●	●	●	●

Assessment Methods /ILO Matrix

Assessment	a1	a2	a3	a4	b1	b2	b3	c1	c2	c3	d1	d2
assignment and quiz : assignment1	●	●	●	●	●	●	●					
reports : report1											●	
assignment and quiz : assignment2								●	●	●	●	●
assignment and quiz : quiz	●	●	●									
reports : report2												●
exams : final exam	●	●	●	●	●	●	●	●	●			

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