

**MA Degree Plan in Total Quality Management
(Thesis Track)**

Plan Number 2012 T

IV. GENERAL RULES AND CONDITIONS:

10. This plan conforms to the valid regulations of the Programs of graduate studies.

V. SPECIAL CONDITIONS: None.

VI. THE STUDY PLAN: Studying (36) Credit Hours as follows:

1. Obligatory courses: (21) Credit Hours:

Course No.	Course title	Accredited hours
1601701	Applied Statistic in Business Administration	3
1601702	Research Methods in Business Administration	3
1601715	tnemeganaMsecruoseR namuH	3
1601780	tnemeganaM ytilauQ latoT	3
1601782	tnemeganaM niahC ylppuS	3
1604719	tnemeganaM snoitarepO& noitcudorP	3
1601755	tnemeganaM cigetartS	3

B. studying (6) accredited hours from the following elective courses list:

Course No.	Course title	Accredited hours
1601717	tnemeganaM tcejorP	3
1601721	metsyS noitamrofni tnmeganaM	3
1601722	roivaheB lanoitazinagrO	3
1601726	gnitekraM secivreS	3
1601783	smetsyS tnmeganaM ytilauQ latoT	3
1601785	sledoM ytilauQ decnavdA	3
1601786	ytilauQ ni scipoT laicepS	3
1601787	tnemeganaM egdelwonK	3

C. A thesis: (9) Credit hours (1601799).

**MBA Degree Plan in Total Quality Management
(Comprehensive Track)**

Plan Number 2012 N

IV. GENERAL RULES AND CONDITIONS:

10. This plan conforms to the valid regulations of the Programs of graduate studies.

V. SPECIAL CONDITIONS: None.

VI. THE STUDY PLAN: Studying (36) Credit Hours as follows:

1. Obligatory courses: (27) Credit Hours:

Course No.	Course title	Accredited hours
1601701	noitartsinimdA ssenisuB ni citsitatS deilppA	3
1601702	noitartsinimdA ssenisuB ni sdohteM hcraeseR	3
1601715	tnemeganaM secruoseR namuH	3
1601719	tnemeganaM snoitarepO & noitcudorP	3
1601755	tnemeganaM cigetartS	3
1601780	tnemeganaM ytilauQ latoT	3
1601782	tnemeganaM niahC ylppuS	3
1601783	smetsyS tnemeganaM ytilauQ latoT	3
1601785	sdohteM ytilauQ decnavdA	3

B. studying (9) accredited hours from the following elective courses list:

Course No.	Course title	Accredited hours
1601717	tnemeganaM tcejorP	3
1601721	metsyS noitamrofnI tnemeganaM	3
1601722	roivaheB lanoitazinagrO	3
1601726	gnitekraM secivreS	3
1601786	ytilauQ ni scipoT laicepS	3
1601787	tnemeganaM egdelwonK	

C. A comprehensive exam (1601798).

Quality Management

160 1700 Statistical Analysis for Quality Management **3 credits**

This course presents an in-depth knowledge concerning theories of probability, decisions and statistical inference with a focus on resolutions for business organizational problems. The course deals with techniques of problem solving analysis under various circumstances of partial information, uncertainty conditions, statistical techniques in decision making process which includes estimation of confidence interval, hypothesis testing, quality control, correlation, regression, variance, and factor analysis.

1601701 Strategies for Quality Management **3 credits**

This course covers required quality tools and philosophies needed to achieve high level quality products and services. It is designed to integrate quality strategies with business strategies to enhance organizational performance. Discussions will focus on defining consumers, their needs and wants, actual cost of quality. Quality tools for designing quality into the product/ service and processes will be covered. After the course, students would be able to develop operations and processes that should integrate quality, productivity, costs, consumer awareness along with the strategic plan of the business organization.

1601702 Research Methods in Business Administration **3 credits**

This course covers the essentials of research methods such as definition of scientific research, Its importance, types, steps and methods. It also covers sources and methods of data collection and analysis, sampling and estimation in addition to all parametric and non parametric statistical tests that might be used in analyzing data.

1601703 Operations Management **3 credits**

This course covers topics as forecasting, Capacity Planning, Queuing theory , facility location, layout planning, job design, production standards and work measurement, scheduling, Inventory control, quality control, materials requirement planning , maintenance and just –in time system with concentration on quantitative techniques.

1601708 Philosophies of Quality Management

3 credits

This course deals in depth with the concepts and ideas of quality improvement as developed by the quality pioneers / as Box, Crosby, Deming, Drucker, Ishikawa, Juran, Taguchi and others. The course focuses on achieving and controlling quality on an organizational level and on the continuous improvement of quality which includes quality cost analysis, Ishikawa diagrams, Operations analysis, just in time, variation analysis, zero-defects, benchmarking, and statistical process control. Students are expected to distinguish the similarities and differences between philosophies, approaches and to be able to design and implement processes that serve the needs of the business.

1601782 Supply Chain Management

3 credits

This course provides students with knowledge and skills on how to get the most from suppliers through using basic quality tools such as performance measurement, close loop corrective action, and supplier risk management. This Course adopts a broad integrated approach for strategic supply chain management along with purchasing management, business strategies, marketing strategies and manufacturing strategies.

1601783 Total Quality Management Systems

3 credits

Total quality management systems course is built up on the previous TQM philosophies course which focuses on the international quality systems that are attracting the attention of the global competitive businesses where organizations seek to enhance their position in the international market to achieve higher and better quality standards. This course tackles the international quality systems and specifically ISO 9000- 2000 which are incorporated within business organization and other quality systems are addressed.

1606707 Leadership Theory

3 credits

This course presents a wide horizon for the theories and researches associated with leadership in organizations. Students will be provided with theoretical knowledge along with skills that should enhance their sense of leadership. The course starts with a historical briefing of leadership theories development and researches, following comes the modern theories of leadership such as situational leadership, transformational leadership theory, charismatic leadership, visionary leadership and team building.

1601705 Program's Management

3 credits

This course deals with the responsibility and authority of the programs' manager and how the program's functions are going to be incorporated with in the business organization structure. This course also tackles the interpersonal relationships and the communications within the matrix organizations along with providing solutions for conflicts associated with the program, organizational priorities and basic concepts and issues in program's Management.

16017006 Services Quality Management

3 credits

This course determines and investigates the theoretical frame for services quality analysis in order to accomplish the strategic competitive advantage for business organizations among the challenges of the rapid environmental and economical changes. This course deals with principal approaches and theories of services quality management supported with study cases and examples extracted from real time industrial services.

1601718 International Business Management

3 credits

This course focuses on the International Business Management and Multi-national companies under different and diverse business, economical, political and legal circumstances. It also focuses on the different management crises and how managers deal and cope and survive such barriers to reach their objectives. The course tackles the study of business functions in multi-national organizations in terms of theory and practical business execution.

1601721 Management Information System

3 credits

This course focuses on the relationship between data and information and its handling through the use of the computer. The course includes and introduction to Information systems and the variables affecting its development, it introduces computer systems , data entry, storing, processing inflow and outflow and it also deals with systems analysis and evaluation along with Spread sheet analysis and other practical applications.

1601755 Strategic Management

3 credits

This course focuses on the study of the company overall strategy. The formulation and implementation of that strategy within the constraints of external and internal environmental variables are the core of this course. The course deals with an in depth

analysis of case covering various types of strategies in different types of corporations in an integrated part of the course to blend theory and practice and to come up with research results and findings in this field.

1601785 Advanced Quality Models 3 credits

This course explores different and advanced models of quality management. The course considers ways of improving quality. It is intended to increase knowledge and understanding of quality models and standards.

1601786 Special Topics in Quality 3 credits

This course is intended to keep up with the latest developments in quality research and applications in organizations. The course will cover selected topics of importance in order to acquire up to date knowledge in the quality area.

1601787 Knowledge Management 3 credits

This course introduces the essential principles of knowledge management and covers the historical and sociological foundations for knowledge, theories, definitions, information and application of knowledge life-cycle framework. It explains how Knowledge management and CRM technologies work and how they impact the IT Infrastructure and other related topics that add advantage to this vital area.

1603704 Financial Management 3 credits

This course deals with the core issues of financial management in Public Limited Companies. The course describes the proper evaluation of investment opportunities in the financial markets in alliance with the basic risks measurements and potentials. Trading financial Models will be used along with subjects analysis associated with the efficiency of the financial markets, profits sharing policies and the capital structure.

1606756 Organization Development 3 credits

This course is designed to provide students with principles, theories and values that clarify change management applications for successful purposes. This course aims to reveal the development of organizations through its development of organizational behavior and modern concepts of organizations such as learning organization, virtual organization, and knowledge organizations.

