



KINGDOM OF SAUDI ARABIA
IMAM MOHAMMAD IBN SAUD ISLAMIC UNIVERSITY
COLLEGE OF COMPUTER AND INFORMATION SCIENCES
INFORMATION SYSTEMS DEPARTMENT
MASTER OF SCIENCE IN INFORMATION SYSTEMS

المملكة العربية السعودية
جامعة الإمام محمد بن سعود الإسلامية
كلية علوم الحاسب والمعلومات
قسم نظم المعلومات
ماجستير العلوم في نظم المعلومات

SYLLABUS

Course Code: IS6233

Course Name: Quality Management in Information Systems

CREDIT HOURS	4
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PREREQUISITE	None
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Instructor:
Contact information and office hours
Office No: To be announced (TBA)
Office Hours: TBA
E-mail: _____@imamu.edu.sa

COURSE DESCRIPTION
<p>This course introduces students to the concepts, tools, and techniques used in Total Quality Management, quality cultures, effective team structures, measurement of quality, productivity, and competitiveness in an industrial environment. The course not only introduces students to the concepts of quality assurance and quality control, but also connects leadership, suppliercustomer relationships, employee engagement, data collection and analysis, productivity, statistical process control, and other topics to quality and customer satisfaction. It provides documentation of a business' processes, functions and policies necessary for the continuous improvement of quality aimed to ensure customer expectations and requirements are met or exceeded.</p>



COURSE LEARNING OUTCOMES (CLOs)		Aligned SOs
1	Knowledge and Understanding	
1.1	Outline the fundamental concepts of quality management in information systems.	K1
1.2	Describe the discipline and methodology of quality management in information systems	K2
1.3	Review state of art researches to comprehend modern developments in quality management in information systems.	K3
2	Skills :	
2.1	Perform research to identify gaps in existing and standard systems in the field of quality management in information systems.	S1
2.2	Utilize advanced IS skills to develop innovative solutions for quality management in the information systems of an enterprise.	S2
2.3	Align information systems planning with quality management strategy	S3
2.4	Utilize the technology needed to meet the organizational goals for quality management in information systems.	S4
2.5		
3	Values:	
3.1	Demonstrate professionalism and responsibility for maximum impact to achieve desired goal.	V1
3.2	Write course project reports abiding all ethical standards using leadership and management talents.	V2
3.3	Function effectively individually as well as on teams to accomplish a common goal	V3

TEACHING Strategies
Class lectures, Assignment, Project explanation session.

No	List of Topics	Contact Hours	Self-Learning
1	Quality management core concepts	4	
2	Quality planning and inspection	8	
3	Integrating quality management with materials and production	4	
4	Integrating quality management with sales and distribution	4	
5	Optimizing quality management	4	
6	Quality management workflow tools	4	
7	Quality certifications	4	
8	Quality notification workflow	4	
9	Project presentations	4	
Total		40	

**TEXT BOOK**

Quality Management with SAP ERP; Jawad Akhtar; 2015

REFERENCES

- Summers, D, Snowden, P., (2008), Quality Management, 2nd edition ., Prentice Hall
- Hoyle, D., (2006), Quality Management Essentials, Butterworth-Heinemann

Course Assessment Methods			
No	Assessment Method	Due Week	% of Total Assessment
1	Quizzes	3	10
2	Assignments	5	10
3	Midterm	8	20
4	Project	10	20
5	Final Exam	11	40