Imam Mohammad ibn Saud Islamic University
College of Computer and Information Sciences

Information Systems Department

Course Syllabus

IS 783: IS Quality Management

Catalog Description:	This course presents the tools and methods used to monitor and control quality in organizations. It provides solutions in which quality can be improved. It includes quality management, quality improvement, and management strategies for implementing world class quality in information systems.

Credit Hours: **3 Credit hours:**   3 Lectures per week   0 Labs. per week   0 Recitation per week

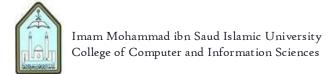**Prerequisites:** No Pre-requisites

Course Learning Outcomes:

1. Define the basic concepts, terminology and quality control and quality management system.
2. Describe ways of applying quality management in the actual organization.
3. Demonstrate the capability of making quality process for the selected process.
4. Demonstrate the capability of making quality process, given the well-known process, identify the standard that could be applied, the roles and responsibilities of reference legislative framework
5. Choose the optimal approach to the analysis of a given process by describing the activities.

Major Topics:

- What is quality?
- Quality and global competitiveness.
- Strategic management.
- Quality management.
- ISO 9000/Total Quality.
- Total quality tools.

Text Books: Quality Management for Organizational Excellence: Introduction to Total Quality, 8th Edition, by David L. Goetsch, Stanley Davis, Publisher: Pearson; 8 edition, 2015,ISBN-10: 0133791858, ISBN-13: 978-0133791853

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Grading:

◉ The grading scale for this course is:

95 - 100 A+   Passing
90 - 94   A   Passing
85 - 89   B+   Passing
80 - 84   B   Passing
75 - 79   C+   Passing
70 - 74   C   Passing
0 - 69   F   Failing

◉ Final grades will be determined based on the following components:
. 60% Semester Work
. 40% Final Exam

◉ Students may not do any additional work for extra credit nor resubmit any graded activity to raise a final grade.

◉ Late submissions will not be accepted for any graded activity for any reason.

◉ Students have one week to request the re-grading of any semester work.

Attendance Policy:

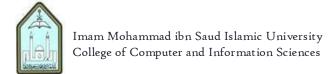Students should attend 80% of the overall course hours taught in the semester as per the University regulations.

If a student fails to achieve this portion, he/she shall not be allowed to appear in the final exam and shall be awarded "DN" grade and repeat the course.

Cheating and Plagiarism Policy:

The instructor will use several manual and automated means to detect cheating and/or plagiarism in any work submitted by students for this course.

When a student is suspected of cheating or plagiarism, the instructor raises the issue to the disciplinary committee.

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Communications: Registered students will be given access to a section of the Learning Management System (LMS) for this course. LMS will used as the primary mechanism to disseminate course information, including announcements, lecture slides, assignments, and grades.

Communication with the instructor on issues relating to the individual student should be conducted using CIS email, via telephone, or in person.