MGSC 605. TOTAL QUALITY MANAGEMENT.

Credits: 3

Offered by: Management (Graduate Studies)

Terms offered: Fall 2026

View offerings for Fall 2026 (https://vsb.mcgill.ca/vsb/criteria.jsp?term=202609&courses=MGSC-605) in Visual Schedule Builder.

Description

The topics include: Top Management Commitment, Leadership Style, Bench Marking, Employee involvement, Human Resource Utilization, Employee Motivation, Quality Function Deployment, Statistical Techniques for Quality Improvement including the seven tools of quality and statistical process control. New topics of ISO9000, Just-in-Time, "Kaizen" and Return-of Quality are also discussed. Students are encouraged to do industry projects on TQM.

- Prerequisite (Undergraduate): MGCR 272 or MGCR 274

Most students use Visual Schedule Builder (VSB) to organize their schedules. VSB helps you plan class schedules, travel time, and more.

Launch Visual Schedule Builder (https://vsb.mcgill.ca/vsb/criteria.jsp)