MODULE OUTLINE

1. GENERAL INFORMATION

SCHOOL	SOCIAL SCIENCES			
PROGRAM	DEO			
LEVEL OF STUDY	UNDERGRADUATE			
MODULE UNIT CODE	DEO42	**YEAR OF STUDY**	4th	
MODULE TITLE	TOTAL QUALITY MANAGEMENT AND ENVIRONMENTAL MANAGEMENT			
INDEPENDENT TEACHING ACTIVITIES *in case in which credits are awarded for separate components/parts of the course, e.g. in lectures, laboratory exercises, etc. If credits are awarded for the whole of the course, give the weekly teaching hours and the total credits*			**HOURS**	**ECTS**
		Weekly Workload	17-19	20
		Yearly Workload	512-576	
MODULE TYPE *general background, special background, specialized general knowledge, skills development*	Special Background, Compulsory			
PREREQUISITE MODULES:	-----			
LANGUAGE OF INSTRUCTION and EXAMINATION/ASSESSMENT:	Greek			
THE MODULE IS OFFERED TO ERASMUS STUDENTS	YES			
MODULE WEBSITE (URL)	https://www.eap.gr/en/undergraduate/business-administration/business-organizational-management-topics/#deo42 Each module has, also, its own site on the education website of HOU (http://study.eap.gr), with restricted access (use of password) for students and teaching staff.			

2. LEARNING OUTCOMES

LEARNING OUTCOMES
The course learning outcomes, specific knowledge, skills and competences of an appropriate (certain) level, which students will acquire upon successful completion of the course, are described in detail. It is necessary to consult: *APPENDIX A* • *Description of the level of learning outcomes for each qualifications' cycle, according to the European Higher Education Area's Qualification Framework.* • *Descriptors for Levels 6, 7 & 8 of the European Qualifications Framework for Lifelong Learning and APPENDIX B* • *Guidelines for writing Learning Outcomes*
Upon successful completion of the module, students will have acquired knowledge and skills related to the subjects, as follows: Upon the successful completion of the subject: **TOTAL QUALITY MANAGEMENT** of the module DEO42, students will be able to, 1. Recognize the strategic importance of the adoption of Total Quality Management by companies and organizations. 2. Assess the critical factors for the successful adoption of Total Quality Management in relation to the problems and needs of organizations and companies. 3. Use quality standards and quality awards as a means of continuous improvement.

4. Establish procedures for quality, measurements and inspections to improve quality.
5. Do benchmarking to determine improvement needs.
6. Correct problems and elucidate the reasons for possible failure.
7. Set goals, plan and implement new improvement processes in companies and organizations.
8. Categorize quality costs and estimate the cost of simple quality programs.
9. Understand the change of mentality required for the full and in-depth adoption of Total Quality Management in the organizations and companies that work or are going to work.

Upon the successful completion of the subject: **QUALITY CONTROL AND QUALITY MANAGEMENT STANDARDS** of the module DEO42, students will be able to,

1. Define what is Quality Control and what are the basic elements that make it up.
2. Report and interpret the types of sampling errors and describe the elements of the operating characteristic curve.
3. Understand the concepts and assessment process of average output quality and production process capacity.
4. Understand the usefulness of Statistical Process Control and use the most known charts.
5. Understand the basic principles of the Taguchi approach.
6. Define quality assurance and recognize the differences between quality control and quality control.
7. Define quality standards and describe the use ISO 9000 series standards.
8. Describe indicative quality management standards and state their key elements.
9. Understand the steps of development and certification of a Quality System and list its main advantages and disadvantages.

Upon the successful completion of the subject: **ENVIRONMENTAL MANAGEMENT AND SUSTAINABLE DEVELOPMENT** of the module DEO42, students will be able to,

1. Know the basic principles and concepts of natural resource economics.
2. Evaluate the economic viability of an environmentally friendly business activity.
3. Evaluate policies to motivate enterprises to select environmentally friendly alternatives.
4. Evaluate the importance of actions for the harmonization of the operation of companies with the applicable social norms and the importance of their contribution to the support of the goals of the society in which they operate.
5. Calculate the effectiveness of activities and projects for the protection and utilization of environmental resources.
6. Evaluate and advise companies, organizations and public authorities when making decisions on environmental protection and natural resource management.
7. Identify and analyze environmental problems using Operational Research as a decision-making tool and recognize the relationship between the production-distribution chain and the environmental chain.
8. Demonstrate knowledge on the importance of eco-design and eco-labeling of products.
9. Understand the concept of product life cycle analysis and perform simple life cycle analysis studies.
10. Demonstrate knowledge on and explain the functions of reverse logistics and design simple reverse logistics systems.
11. Demonstrate knowledge on the importance and basic characteristics of environmental management systems.
12. Apply methods and techniques of environmental management and prepare simple technical-economic studies of environmental nature.

General Competences

Taking into consideration the general competences that students/graduates must acquire (as those are described in the Diploma Supplement and are mentioned below), at which of the following does the course attendance aims

Search for, analysis and synthesis of data and information, by the use of technologies that are necessary according the case
Adapting to new situations
Decision-making
Independent work
Team work
Working in an international environment
Working in an interdisciplinary environment
Project planning and management
Respect for difference and multiculturalism
Environmental awareness
Social, professional and ethical responsibility and sensitivity to gender issues
Critical consciousness, criticism and self-criticism
Development of free, creative and inductive thinking

Introduction of innovative research
• Search for, analysis and synthesis of data and information, by the use of technologies that are necessary according the case • Adapting to new situations • Decision making • Independent work • Working in an interdisciplinary environment • Project planning and management • Development of free, creative and inductive thinking

3. MODULE CONTENT

The aim of the module is to present:

1. the practical dimension of Total Quality Management
2. the main concepts and practices of quality control and quality management standards
3. the modern business methods for tackling environmental problems and sustainable development, including environmental management and protection systems
4. the basic principles of natural resource management

4. TEACHING METHODS - ASSESSMENT

TEACHING MODE *Face-to-face, in-class lecturing, on distance teaching and distance learning etc.*	Distance education, assisted by conducting five Group Counseling Meetings (GCM) during the academic year, which take place on weekends (Saturday or Sunday). Each GCM lasts four hours and can be either face to face in classrooms of Greek University Institutions or delivered online.
USE OF INFORMATION AND COMMUNICATION TECHNOLOGY *Use of ICT in Teaching, Laboratory Education, Communication with students*	GCMs are conducted by means of: • In online classes: remote meeting tools (teleconferencing platforms) • In face-to-face classes: modern audiovisual media The learning process is supported by the online study platform. For the assignments, the students have access to writing and editing software. All submitted assignments are checked for plagiarism in the Turnitin plagiarism detection service. In addition, students use office automation tools, web browsers and e-readers for digital books. Communication with students is carried out either via the study platform, email, telephone or through the tools of remote meetings or during the face to face GCMs.
COURSE DESIGN *Description of teaching techniques, practices and methods:* *Lectures, seminars, laboratory practice, fieldwork, study and analysis of bibliography, tutorials, clinical practice, Art Workshop, Interactive teaching, Educational visits, project, Essay writing, Artistic creativity, etc.*	

Activity	***Yearly Workload***
5 GCM (x 4 hours)	20
Study of student self-assessment material	16
Preparation of assignments (4 assignments x 37,5 hours)	150
Exams	3
Self study	323-387

The study hours for each learning activity as well as the hours of non- directed study are given according to the principles of the ECTS	***Total module workload (hours)***	***512-576***
STUDENT PERFORMANCE EVALUATION/ASSESSMENT METHODS *Detailed description of the evaluation procedures:* *Language of evaluation, assessment methods, formative or summative (conclusive), multiple choice questionnaires, short- answer questions, open-ended questions, problem solving, written work, Essay/report, oral exam, public presentation, laboratory work, art interpretation, other……etc* *Evaluation criteria are specifically defined and given as well as if and where they are reported and accessible to students.*	**Language of exams**: Greek **Assessment Methods**: The exam material is posted at study at the end of January. The final grade of the module is formed by • 70% from the grade of the written exams in the examination period (regular or re-sits) • 30% (provided a pass in written exams) from the four assignments during the academic year. The written exams include four questions with two sub-questions each, one theoretical (short answer or essay) and one computational (problem solving/exercise). The students choose freely three out of the four questions. The content of the questions comes from: Total Quality Management, Quality Control & Quality Management Standards, Environmental Management & Sustainable Development. When face-to-face, the written examination is conducted with closed books. When online, the written examinations are conducted with open books. Each assignment includes 50% theoretical topics (essay) and 50% computational topics. The students choose freely 2 or 3 topics from the set of four. The evaluation of students with special learning difficulties in writing and reading (as certified and qualified by a competent institution) is performed according to the relevant procedure decided by the University. **Notification of the Assessment Criteria**: The evaluation criteria made known during the first GCM and are clearly stated on the module's website in the study platform. The answers to the topics of the assignments are posted in the study site after the deadline for the submission of each assignment. Students receive the grade of each assignment, a detailed assignment evaluation form and comments. The answers to the exam questions are posted in the study site after the exam. Students have the opportunity to discuss their exam paper after the announcement of the exam grades in order to receive explanations about their performance. The students may apply for paper re-evaluation, according to the procedure presented in the Regulation of Studies.	

5. SUGGESTED BIBLIOGRAPHY

- Suggested Bibliography:

- Tsiotras G. (2016), Total Quality Management, Broken Hill Publishers, code in EUDOXOS: 59394399.
- T. Tietenberg, L. Lewis (2010), Environmental and Natural Resources Economics, Gutenberg Publications - G. Dardanos- K. Dardanos, code in EUDOXOS: 32269

- Karvounis, S.K., Georgakellos, D.A. (2016), Environmental Management, Business and Sustainable Development, Varvarigou Publications, code in EUDOXOS: 59376749

-Relevant Scientific Journals: not applicable

-Additional teaching material (in the study website):

- Study Guide for the book: Tsiotras G. (2016), Total Quality Management, Broken Hill Publishers
- Study Guide for the book: T. Tietenberg, L. Lewis (2010), Environmental and Natural Resources Economics, Gutenberg Publications - G. Dardanos- K. Dardanos
- Study Guide for the book: Karvounis, S.K., Georgakellos, D.A. (2016), Environmental Management, Business and Sustainable Development, Varvarigou Publications
- Complementary digital material