

**Joint Master's program Biomedical Engineering**

X4M 2240 Quality Management in Healthcare	Lecture, 2 SWS
Workload:	see related module
Credit-points:	2
Lecturer:	Wen-Huan Wang
Language:	English
Curriculum:	Master's program Biomedical Engineering, 2nd Semester
Prerequisites according to examination regulations	None
Recommended prerequisites:	None
Learning outcomes:	<p>about processes and problems concerning international management and marketing.</p> <p>The students are prepared for executive functions in their future career.</p> <p>The students are able to use techniques of quality management and integrate these techniques into projects.</p>
Content:	<ul style="list-style-type: none">• Principles of QM• Specialities of health care organizations• Problem-solving-techniques (exercises):• Quality Tools Q7• Management Tools M7• Quality Function Deployment /House of Quality• Process Optimization• Total Quality Management• European Foundation of Quality Management (EFQM)• DIN EN ISO 9001• Audit and certification• Systematic procedures to introduce QM
Literature:	<p>ISO 13485 - Medical devices – Quality management systems – Requirements for regulatory purposes</p> <p>ISO 9000 - Quality management systems - Fundamentals and vocabulary</p> <p>ISO 9001 - Quality management systems - Requirements</p> <p>ISO 9004 - Quality management systems - Guidelines for performance improvements</p> <p>ISO 19011 - Guidelines for auditing management systems</p> <p>Pfeifer, Tilo (2002): Quality management: strategies, methods,</p>

	techniques. München [u.a.]: Hanser Oakland, John S. (2012): Oakland on quality management. Boston: Elsevier/Butterworth-Heinemann
Examination:	Presentation, report, written exam (Portfolio)
Teaching methods:	LCD-projector, board, testing-equipment