Course Title	**Quality Management and Compliance Monitoring**				
Course Code	AVM320				
Course Type	Compulsory				
Level	Bachelor (1st cycle)				
Year / Semester	3rd Year / 2nd Semester				
Instructor's name	TBA				
ECTS	8	Lectures / week	6 Hours/ 14 Weeks	Laboratories / week	None
Course Purpose and Objectives	This course is designed to help students develop a better appreciation of the vital role of total quality management and compliance monitoring in the aviation industry and learn its basic concepts, standards and tools. The practical aspects of adopting and implementing quality standards stemmed from the aviation regulations are considered through the analysis of case studies. It provides students with practical knowledge of environmental assessment tools as well the aviation standards and the process of adoption of those standards through analysis of cases and other assignments.				
Learning Outcomes	Upon successful completion of this course students should be able to: • Demonstrate an adequate understanding of the philosophy of Compliance monitoring and implementation and its integrative role in aviation industry. • Critically evaluate the importance of Compliance management in the strategic aspect of the aviation industry and the integrated role of the customer. • Describe the proper application of basic techniques and tools of quality control. • Demonstrate the development of practical skills in appropriate adaptation and implementation of quality standards especially within the aviation operations. • Demonstrate adequate knowledge of the importance and basics of compliance management through quality audits in the aviation sector • Explore current and future trends in the field of compliance management within the aviation industry.				

Prerequisites	None	Co-requisites	None
Course Content	This course will be delivered utilising a mixed approach to teaching and learning. The course suits relevant to Quality Management issues, especially within the aviation field, combined with traditional classroom techniques (lectures and seminars), but also including interactive workshops (debates on case studies and videos) learning methods. This will ensure that the critical dimensions of the compliance Management will be attained through exploration of the relationships between theory and practice. The course will analyse and critically evaluate the fields of quality management and compliance monitoring with emphasis on aviation related aspects: • Basic principles of quality management and compliance. Understanding associated terminology. • Quality Management in the context of aviation management. Quality and service policies. Customer service standards. The model for compliance management and customer service. • The role of the compliance manager in relation to the QMS. The relationship between Quality & Safety Management systems. Understanding the regulations in relation to compliance management. • Developing and implementing a QMS. Business requirement of the quality management function. Fundamental principles of auditing. Development of audit program. Best practice audit planning, conduct and reporting. Effective corrective action, audit follow up and close out mechanisms. • A process approach, quality costs and process efficiency. • EASA and FAA compliance management standards, and service audits Appropriate software (e.g. Q-Pulse, https://www.ideagen.com/products/q-pulse/) will be used to demonstrate the tools and procedures that can be applied in effectively managing the compliance monitoring process.		
Teaching Methodology	Face-to-face		
Bibliography	• **Chong R.** *Total Quality Management (TQM) in Aviation Industry*, RMIT University. (latest Edition) • **Stolzer A.j and Goglia J.J**. *Implementing Safety Management Systems in Aviation* Routledge; 2 edition (2015)		

	• **Goetsch D.L and Davis S.B** *Quality Management for organizational Excellence – Introduction to Total Quality*, International Edition, Pearson Education. (2010) • **Summers D**. *Quality Management – Creating and Sustaining organizational Effectiveness*, Second Edition, Pearson International Edition, Pearson Education. (2009) • **Besterfield D H, Michina-Besterfield C, Besterfield G,H and Sarce-Besterfield M** *Total Quality Management*, International Edition, Third Edition, Prentice Hall. (2003)
Assessment	Examinations 90% Participation 10% 100%
Language	English