

IE5121

Quality Planning & Management

AY2026-2027 Semester I

Industrial Systems Engineering & Management Department

NATIONAL UNIVERSITY OF SINGAPORE

IE 5121

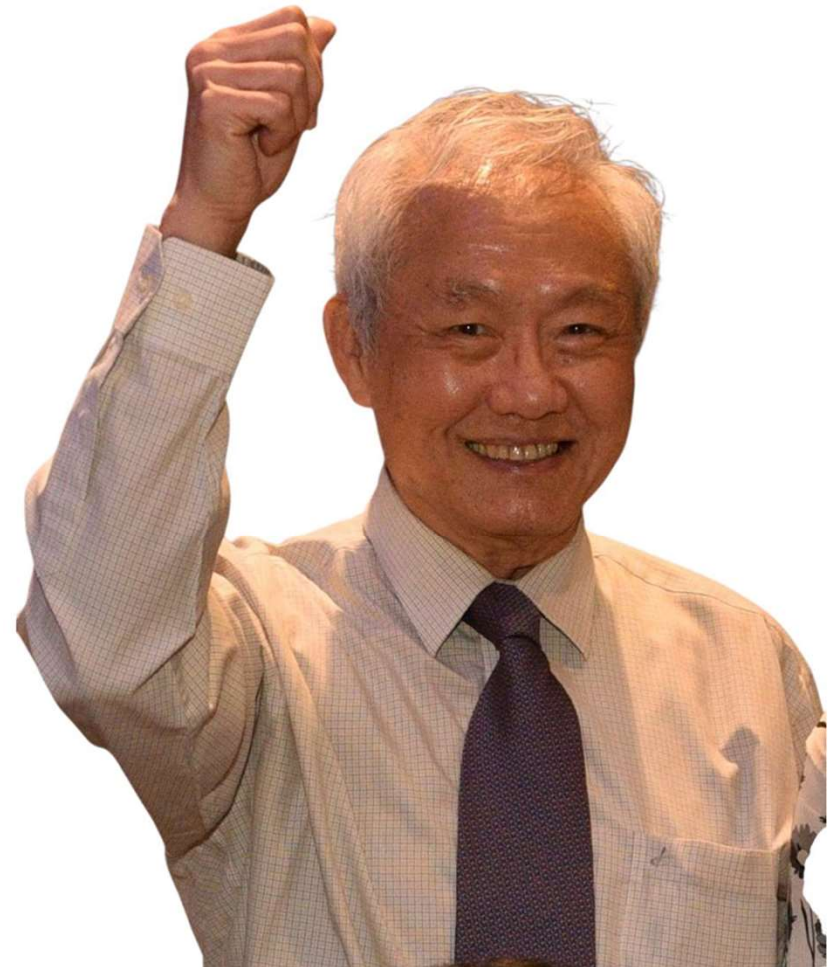
Quality Planning and Management

A course emphasizing:

- **An active rather than the traditional defensive and passive approach to Quality**
- **Aspects of improvement and innovation rather than traditional management techniques**
- **Strategic approaches to competitiveness rather than application of isolated tools**

Instructor: Prof T N Goh, ISEM Dept

- **ASQ (American Society for Quality) Eugene L Grant Medalist**
- **ASQ Statistics Division William G Hunter Award Winner**
- **ANQ (Asian Network for Quality) Ishikawa-Kano Gold Medalist**



Introduction to **Quality Planning and Management**

In this era of global competition, instant communication and rapid technology changes, organizations stand or fall, ultimately, on QUALITY. Quality is the foundation for operational excellence and competitiveness in all activities related to manufacturing or service, regardless of the nature or maturity of an organization. Examples of applications: manufacturing, business operations, public administration, transport systems, hospitality industry, education, healthcare, and so on. This course is related to strategic concepts and essential techniques for quality planning and management; it will feature class lectures, case studies, guest speakers from industry, and group projects. The analytical content in this course will not exceed A-level Mathematics. *Note:* student's major field requirements or pre-requisite: nil.

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Time:

AY2026-2027 Semester I, Wednesdays

Officer: (for administrative matters):

Mr Tan Junwei email: isetj@nus.edu.sg

Instructor:

Prof Goh Thong Ngee email: isegohtn@nus.edu.sg

Reference:

Joseph A De Feo, *Juran's Quality Handbook* (7th ed),
McGraw-Hill, 2023, ISBN 978-1265821654