

BUS204e Business Excellence

Level: 2

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY JAN

E-Learning: FULL - Learning is done ENTIRELY online using interactive study materials in Canvas. Students receive guidance and support from online instructors via discussion forums and emails. There are no face-to-face sessions. If the course has an exam component, this will be administered on-campus.

Synopsis:

Business excellence applies to all organisations. Achieving business excellence requires a concerted effort in many areas of the organisation. Developing business excellence is a manifestation of continuous improvements in all critical activities of the organisation. The criteria to evaluate whether an organization has achieved business excellence usually rely on quality award frameworks such as the European Quality Award, the Malcolm-Baldrige National Quality Award and the Singapore Quality Award, among others. BUS204 Business Excellence will discuss important aspects of business excellence requirements and the holistic criteria used to evaluate business excellence in organisations. Students will also learn how to plan and target necessary improvements to help the organisation in its drive towards business excellence. On the successful completion of this course, students will be capable of planning and managing for business excellence. In addition, students will be able to facilitate the self-assessment of business excellence in organisations and also be able to apply necessary plans to sustain business excellence in organisations.

Topics:

- Total Quality and Business Excellence
- Quality Theories
- Quality Award and Business Excellence Models
- Enterprise Singapore - Business Excellence Frameworks
- Self Assessment Tools for Business Excellence - Using Self-Diagnostic Tool (SDT)
- Leadership, Strategic Planning, and High Performance Workforce Management
- Focusing on Customers and Process Management
- Performance Measurement and Information Management
- Sustaining Business Excellence in Organisations
- The Route to Business Excellence in the Manufacturing Industry
- Business Excellence in the Service Industry

Learning Outcome:

- Review the evolution of quality thinking and total quality management
- Describe the concepts of total quality and business excellence
- Analyse Deming's philosophy on Quality Management
- Differentiate the philosophy on quality by different contributors to the field of quality management
- Compare various business excellence frameworks
- Illustrate how business excellence framework can be used to manage organisations
- Interpret the Business Excellence framework established by Enterprise Singapore
- Distinguish the various criteria of the Business Excellence framework established by Enterprise Singapore
- Explain the need for and benefits of using self-assessment tools related to business excellence standards
- Comment different business excellence standards
- Practise organisational self-assessment of business excellence based on different standards
- Discuss the relationships between enabling activities and organisational results
- Relate knowledge to the execution of improvements in critical activities to achieve business excellence
- Outline the concepts that underpin sustainable business excellence
- Apply knowledge to enhance business excellence
- Demonstrate independent thinking and analytical judgment
- Give oral presentations in class and on recorded video in areas related to Business Excellence
- Develop the essential knowledge and interpersonal skills to work effectively as a team

Assessment Strategies (Evening Class):

Components	Description	Weightage Allocation (%)
Overall Continuous Assessment	PRE-COURSE QUIZ 1	2
	PRE-CLASS QUIZ 1	2
	PRE-CLASS QUIZ 2	2
	PARTICIPATION 1	6
	GROUP BASED ASSIGNMENT 1	10
	DISCUSSION BOARD 1	10
	TUTOR-MARKED ASSIGNMENT 1	18
Overall Examinable Components	ECA-REPORT	32.50
	ECA-VIDEO	12.50
	ECA-POWERPOINT	5
Total		100

Assessment Strategies (Online Class):

Components	Description	Weightage Allocation (%)
Overall Continuous Assessment	PRE-CLASS QUIZ 1	2
	PRE-CLASS QUIZ 2	2
	PRE-COURSE QUIZ 1	2

Overall Continuous Assessment	DISCUSSION BOARD 1	10
	GROUP BASED ASSIGNMENT 1	10
	PARTICIPATION 1	6
	TUTOR-MARKED ASSIGNMENT 1	18
Overall Examinable Components	ECA-POWERPOINT	5
	ECA-REPORT	32.50
	ECA-VIDEO	12.50
Total		100