

# Business Operation : Quality and lean management

## Infos pratiques

---

- > ECTS : 6.0
- > Nombre d'heures : 18.0
- > Langue(s) d'enseignement : Anglais
- > Niveau d'étude : BAC +4
- > Période de l'année : Enseignement huitième semestre
- > Méthodes d'enseignement : En présence
- > Forme d'enseignement : Travaux dirigés
- > Composante : Langues et cultures étrangères
- > Code ELP : 4V8AIQMP

## Présentation

---

### \* Course description :

- From Quality Management to Lean Management
- Quality versus Performance
- Issues related to the deployment of a Quality Management System
- The ISO 9001 2015 frame and core principles
- Monitoring performance, how ?
- Lean Management principles and tools

### \* Course syllabus :

#### Module 1 – Quality: Why? What? :

- What is quality? Common definitions, standards definitions
- What is a requirement?
- Defining quality : producer's based view versus customer's based view
- What is quality management?
- Quality management why? Targets, costs reduction, manage performance, develop competitiveness, cultivate customer loyalty

#### Module 2 – ISO 9000 2015, global approach

- Conceptual framework: overview, PDCA process, 8 core principles, benefits of a QMS, why an ISO certified system fails ?
- A 4-pillar structure :
- Management responsibility,

- Resource management
- Product realisation requirements and customer focus
- Measurement, analysis and improvement requirements of processes

- The mandatory procedures
- Changes between the 2008 and the 2015 version

#### Module 3 – Lean Management principles and tools (Kaizen approach)

- DMAIC, Value Stream Mapping, wastes -Muda-, Root Cause Analysis (problem-solving approach) and solutions deployment (Action Plan and follow-up)
- Lean management philosophy : skills management and value creation
- Process analysis, how ?

### \* Lecture : 6 hours

- \* Case (Kaizen Workshop) 12 hours - Group work process analysis (DMAIC)

### \* Total number of hours : 18,00

### \* Methodology :

- Course with examples of ISO and Lean practices in companies
- Short cases to be prepared in order to acquire concepts and vocabulary
- Practice in Kaizen workshop : process analysis from mapping to Action Plan and solutions monitoring (case provided by C. Aubert-Baudequin)

## Objectifs

---

- \* Acquire understanding of ISO 9001-2015 principles and be able to use a PDCA approach to quality
- \* Acquire understanding and be able to put into practice a continuous improvement approach (DMAIC and Lean Management principles)
- \* Acquire tools and practice to be able to analyse processes in the supply chain

## Évaluation

---

### \* Contrôle continu

- Work and participation : 40 %
- Individual work : 60%

## Bibliographie

---

Lean Supply Chain – Logistics Management – Paul Myerson – MacGraw Hill  
La boîte à outils du Lean – Radu Demetrescoux – Dunod 2015  
Logistics and Supply Chain Management – Creating Value, adding networks – de Christopher Martin

## Ressources pédagogiques

---

Christian Hohmann : <http://christian.hohmann.free.fr/>  
Institut Lean France: <http://ilf-lean-services.com/>  
L' APICS : <http://www.apics.org/>  
Lean Entreprise Institut : <http://www.lean.org/>  
Portail AFNOR : [www.afnor.org](http://www.afnor.org)

## Contact(s)

### > Catherine Aubert baudequin

Responsable pédagogique  
[c.aubertb@parisnanterre.fr](mailto:c.aubertb@parisnanterre.fr)