



Northern Technical University
 Technical Management Institute
 / Ninawa
 Department of Tourism and hotel



MODULE DESCRIPTION FORM

نموذج وصف المادة الدراسية

Module Information معلومات المادة الدراسية			
Module Title	Quality management and management principles		Module Delivery
Module Type	Core		<input type="checkbox"/> Theory <input checked="" type="checkbox"/> Lecture <input type="checkbox"/> Lab <input type="checkbox"/> Tutorial <input type="checkbox"/> Practical <input type="checkbox"/> Seminar
Module Code	TINI101 TINI202		
ECTS Credits			
SWL (hr/sem)			
Module Level	1	Semester of Delivery	
Administering Department	RETE	College	Technical Management Institute / Ninawa Department of Tourism and Hotel Technology
Module Leader	Nour al-Din Muhammad Abdullah Hassan	e-mail	nooraldeen.mohamed@ntu.edu.iq
Module Leader's Acad. Title	Assistant Lecturer	Module Leader's Qualification	Masters' degree
Module Tutor		e-mail	
Peer Reviewer Name		e-mail	
Scientific Committee Approval Date		Version Number	



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Relation with other Modules

العلاقة مع المواد الدراسية الأخرى

Prerequisite module	None	Semester	
Co-requisites module	None	Semester	



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Module Aims, Learning Outcomes and Indicative Contents

<p>Module Aims</p>	<ol style="list-style-type: none"> 1. This course aims to help students improve their management practices for the hotel and resort industry. 2. It focuses on studying comprehensive quality systems and special procedures in hotels and the knowledge necessary for each department. 3. It focuses on the importance of accuracy and transparency in preparing and analyzing financial statements. 4. It focuses on controlling the level of quality of services and goods provided, and this goal relates to the standards that institutions and companies desire In preserving it. 5. Raising the morale of all employees and motivating them to develop their performance and increase production, in addition to confirming the organization's ability to direct Equipping and developing all its employees. 6. This course aims to familiarize yourself with how to deal with problems facing guests. 7. Create a work environment that encourages learning and development and involve all employees in this process.
<p>Module Learning Outcomes</p>	<p>B1- Avoid making tourist linguistic mistakes B2- The ability to compose tourist texts</p>



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<p>Indicative Contents</p>	<p>C1: Developing students' abilities to communicate primarily with others in the English language.</p> <p>Increasing the general culture and intelligence level of institute students when learning the English language.</p>
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Learning and Teaching Strategies

Strategies	<ol style="list-style-type: none"> 1- Explain full information in Arabic and English to the students in details. 2- Continuous communication with the students including Safe educational environment. 3- Ensuring the students knowledge and comprehension through direct questions and quizzes. 4- Activating cooperative education among students to increase the ability to understand others
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Student Workload (SWL)

Structured SWL (h/sem)		Structured SWL (h/w)	
Unstructured SWL (h/sem)		Unstructured SWL (h/w)	
Total SWL (h/sem)	175		



Module Evaluation

تقييم المادة الدراسية

		Time/Number	Weight (Marks)	Week Due	Relevant Learning Outcome
Formative assessment	Quizzes	Management principles/ 3 Quality Management/ 1	5% (5)	2, 7	
	Assignments	Management principles/ 3 Quality Management/ 1	5% (5)	5, 13	
Summative assessment	Midterm Exam	Management principles/ 3 Quality Management/ 2	50% (40)	4, 11	
	Final Exam	Management principles/ 3 Quality Management/ 2	50% (60)	16	
Total assessment			100% (100 Marks)		

Delivery Plan (Weekly Syllabus) Quality Management

المنهاج الأسبوعي النظري

	Material Covered
Week 1	Historical development of total quality management A historical overview of the development of the quality tool
Week 2 And 3	Quality concept The concept of quality management Stages of development of quality management The most important pioneers of quality management
Week 4 and 5	The importance of total quality management Objectives of total quality management
Week 6 and 7	Quality management components Obstacles to implementing quality management
Week 8 and 9	Quality management costs The difference between quality management and traditional management Quality management elements
Week 10, 11 and 12	Dimensions of commodity quality Dimensions of service quality ISO system and its specifications The origins of ISO Components of the ISO family
Week 13 , 14 and 15	The difference between the company before and after implementing the ISO system Practical examples of total quality management
Week 16	Exam



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Delivery Plan (Weekly Lab. Syllabus) Principles of administration

المنهاج الأسبوعي للمختبر

Material Covered	
Week 1	Management concept Is management science or art The relationship of management with other sciences
Week 2 And 3	The difference between public administration and business administration Administrative schools
Week 4	System concept Components of the organization as a system
Week 5	Management jobs Planning/concept/types/stages/principles
Week 6	Organization/concept/types/stages/principles
Week 7	Organizational Chart The foundations that govern the work of the organizational structure/organizational patterns
Week 8 and 9	Administrative levels Centralization and decentralization in quality management/advantages of centralization and disadvantages of centralization Factors affecting the adoption of centralization and decentralization
Week 10	Communication/concept, elements, types/means
Week 11	Motivation and leadership The importance of incentives Motivation methods
Week 12	Leadership The difference between a leader and a manager leadership styles Leader's sources of power
Week 13 and 14	Control / importance / benefits of control / stages of control / types of control / methods of control
Week 15	Organization/production/marketing functions Human Resource Management financial management
Week 16	Exam



Learning and Teaching Resources

مصادر التعلم والندرس

	Text	Available in the Library?
Required Texts	Headway	Yes
Recommended Texts		
Websites		

Grading Scheme

مخطط الدرجات

Group	Grade		Marks (%)	Definition
Success Group (50 - 100)	A - Excellent		90 - 100	Outstanding Performane
	B - Very Good		80 - 89	Above average with some errors
	C - Good		70 - 79	Sound work with notable errors
	D - Satisfactory		60 - 69	Fair but with major shortcomings
	E - Sufficient		50 - 59	Work meets minimum criteria
Fail Group (0 - 49)	FX – Fail		(45-49)	More work required but credit awarded
	F – Fail		(0-44)	Considerable amount of work required

Note: Marks Decimal places above or below 0.5 will be rounded to the higher or lower full mark (for example a mark of 54.5 will be rounded to 55, whereas a mark of 54.4 will be rounded to 54. The University has a policy NOT to condone "near-pass fails" so the only adjustment to marks awarded by the original marker(s) will be the automatic rounding outlined above.