UNIVERSITY OF PANNONIA

COURSE DATASHEET

Semester:	2015/16/2
Course:	Customer-specific requirements and quality cots
Code:	VEMKFOT145V
Responsible department:	Department of Process Engineering
Department code:	MKFO
Responsible instructor:	Dr. János Abonyi

Course objectives:

Get aquanted with the requirements of ISO TS 16949 which override the customer-specific requirements

Course content:

Review of Automotive customer-specific requirements
Customer portals, and binding communication
Ford customer-specific requirements
Daimler customer-specific requirements
Toyota customer-specific requirements
Volvo customer-specific requirements
VW Group customer-specific requirements
Jaguar / Landrover customer-specific requirements
BMW customer-specific requirements
Suzuki customer-specific requirements
ZF customer-specific requirements
PSA (Citroen / Peugeot) customer-specific requirements
Renault customer-specific requirements

Internal and external failure costs
Quality and Cost groups and elements
Measuring the cost of quality, curriculum
practical problems
Quality Cost Models
What is the quality like? approaches

Requirements, evaluation and grading:

The conditions of the Fulfillment of sub-modules:
The written exam includes the full content of lectures and full content of note.
the conditions of the Fulfillment of the modul is the participation in the performance, write the test successfully and the submitting task,too.

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Requirements, evaluation and grading:

Written assignment:
complete the test succesfully, which contains 20 multiple-choice questions.(Required minimum level of 80%)
Submitting task :
Write a submitting task, which is the part of the 10 pages portfolio.This task is approved by the teacher.
During 2 semesters each submitting task should related to the same product and production process.
This task should summarize the implementation of the development work which is closely related to the content of the sub module.
Evaluation System:
-Pass: successful test and the submitting task accepted by the teacher
_FAil: failure of the test or the submitting tasks is not accepted by the teacher

Required and recommended readings:

K.Jeffrey Liker: A Toyota-módszer-14 vállalatirányítási alapelv, HVG Kiadó Rt., 2008

Volvo 240-740-760 1982-1987-Karbantartás, javítás, Maróti-Godai Könyvkiadó Kft. 2006

Bancsi Péter: Volkswagen-Híres autómárkák, Nagykönyv Kiadó, 2008

Bancsi Péter: Ford-Híres autómárkák, Nagykönyv Kiadó, 2011

Bancsi Péter: BMW- Híres autómárkák, Nagykönyv Kiadó, 2011

Négyesi Pál: Suzuki-Híres autómárkák, Nagykönyv Kiadó, 2008

Anja Kranefeld, Michael Stausberg: Minőségköltségek, Raabe Kiadó, 2008

Parányi György: Minőséget-gazdaságosan, Műszaki Könyvkiadó, 2000

Andrew Wileman: Költségmenedzsment, HVG Kiadó Kft., 2009