

مقرر: ضمان الجودة

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1. Quality Assurance: its meaning and benefits for individuals, organizations, and the society.
2. Meanings of: (Quality, Quality control, Quality Assurance, Total Quality Management (
3. The Gurus of TQM: (Shewhart, Ronald Fisher, Deming, Juran, Feigenbaum, Ishikawa, Crosby, Taguchi(
4. The Contexts (sectors) of Standards
5. The dimensions of Quality
6. Quality Activities
7. The Quality Assurance Objectives
8. The Steps of the Accrediting Process
9. (9 Types of Accreditation: (Institutional accreditation and Specialized or professional accreditation(
10. Mechanisms and Practices in Quality Assurance.