COMMON COURSE OUTLINE: Course discipline/number/title: SMGT 1200: Quality and Productivity Improvement

A. CATALOG DESCRIPTION
1. Credits: 2
2. Hours/Week: 2
3. Prerequisites (Course discipline/number): None
4. Co-requisites (Course discipline/number): None
5. MnTC Goals (if any): NA

Students will learn principles and how to use the right tools and processes for quality and continuous improvement. Emphasis will be on assessing the supervisor's role and responsibilities related to quality including identifying customer needs, applying tools and techniques for improving systems and processes, developing a quality training plan for work group members, and enhancing work group commitment to a quality. Students will participate in a group to complete a quality/continuous improvement course project. Recommended entry skills/knowledge: Reading and writing at the college level is encouraged.

B. DATE LAST REVISED (Month, year): November, 2001

C. OUTLINE OF MAJOR CONTENT AREAS:
1. Major quality forces in the business world
2. Deming's 14 points and 7 deadly sins
3. Crosby philosophy
4. Contemporary quality gurus' philosophies
5. Systems vs. processes
6. Quality transformation
7. Internal vs. external customer
8. Principles of variation
9. 7-step methodology of continuous process improvement
10. Flow charts, run chart, x-mr charts, attributes charts, control chart
11. Data collection
12. Histogram
13. Cause and effect diagram, pareto diagram, force field diagram
14. Consensus
15. Process improvement storyboard

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Examine the major forces in the changing world of business as they relate to quality and why continuous improvement is necessary for organizational success.
2. Understand the role of quality gurus including Deming and Crosby.
3. Identify needs and expectations of internal and external customers and how quality processes affect these interactions.
4. Identify quality/continuous improvement process elements.
5. Discuss quality/customer service relationship & importance.
6. Explain and apply various continuous improvement processes and tools including flow and run charts, data collection and check sheets, attribute and control charts, histogram, cause and effect diagrams, pareto and force-field diagrams and process improvement storyboards.
7. Identify how to track results, develop goals and create a reporting process.

E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
1. Oral Presentations
2. Textbook Problems
3. Group Activities
4. Individual Projects
F. METHODS FOR EVALUATION OF STUDENT LEARNING: Continued.

5. Worksheets
6. Application Papers

G. SPECIAL INFORMATION (if any): None