Course discipline/number/title: SMGT 1217:  Foundations of Quality and Continuous Improvement

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

B.   COURSE DESCRIPTION: In today's global environment, providing high quality products and services are essential for organizational success. This course provides leaders with the foundation of quality management systems and the tools necessary to implement a Plan Do Check Act cycle and successful quality management system.  Students will learn to identify customer and organizational needs, establish key performance indicators, and apply tools and techniques for improving systems and processes.

C.   DATE LAST REVISED (Month, year):  February, 2022

D.   OUTLINE OF MAJOR CONTENT AREAS:
1. History of quality management
2. The importance of quality and continuous improvement in the workplace
3. The supervisor's role in quality and continuous improvement
4. Quality management systems and tools
5. Strategies for implementing quality management systems
6. Discovering and responding to internal and external customer requirements

E.   LEARNING OUTCOMES (GENERAL):  The student will be able to:
1. Describe the business case for quality and continuous improvement in the workplace.
2. Analyze quality management frameworks/systems.
3. Identify a PDCA cycle at multiple levels within an organization.
4. Apply quality and continuous improvement tools and processes.
5. Determine internal and external customer requirements within the context of quality and continuous improvement.
6. Describe the role of the supervisor in implementing quality and continuous improvement systems.

F.   LEARNING OUTCOMES (MNTC):  NA

G.   METHODS FOR EVALUATION OF STUDENT LEARNING:  Methods may include but are not limited to:
1. Written assignments
2. Exams and quizzes
3. Portfolio of projects
4. Presentations
5. Participation

H.   RCTC CORE OUTCOME(S). This course contributes to meeting the following RCTC Core Outcome(s):
Critical Thinking. Students will think systematically and explore information thoroughly before accepting or formulating a position or conclusion.

I.   SPECIAL INFORMATION (if any):  None