



Division:	Business	Area:	Quality Systems Technology
Course Number:	QSTC 111	Course Name:	Quality Management
Prerequisite:	None		
Corequisite:	None		
Hours Required:	Class: 45	Lab:	Credits: 3

Course Description/Purpose

This course will introduce students to the management approach that developed from principles of Total Quality. Students will study the principles, concepts and practices of Quality Management as developed by experts like Deming, Juran, Crosby and others. Students will examine the role of organizations involved in world-class competition. Emphases will be placed on customer satisfaction, employee empowerment, process identification and measurement and continual improvement.

Major Units

- The study of quality experts and philosophies
- Exploration of quality systems and implementation strategies
- Techniques for quality improvement
- Theories of quality management, leadership and strategy
- Quality and the impact on organizational change

Educational/Course Outcomes

Student learning will be assessed by a variety of methods, including, but not limited to, quizzes and tests, journals, essays, papers, projects, laboratory/clinical exercises and examinations, presentations, simulations, portfolios, homework assignments, and instructor observations.

Cognitive Each student will be expected to *Identify/Recognize...*

- key dimensions of quality in manufacturing and service environments
- the difference in philosophies and contributions of an assortment of recognized quality management theorists and experts
- the study of Deming's 14 points and the Deming production model and their significance to total quality culture
- key deficiencies in "old-school" thinking in areas of process design, human resources managements, supply chain management, organizational structure, leadership and communication, customer satisfaction, quality measurement and quality improvement
- alternative total quality approaches in the above areas that will result in improved performance and customer satisfaction
- techniques that focus on prevention of defects and errors
- job and work design elements that work together to improve employee satisfaction, motivation and effectiveness
- threats to process predictability and the use of mistake-proofing to prevent errors

Performance Each student will be expected to *Demonstrate/Practice...*

- identify, map and evaluate the basic total quality processes
- classroom simulations and studies where key concepts of total quality may be demonstrated
- the importance of teamwork, employee involvement, and employee satisfaction in total quality based organizations
- concepts of the customer-driven quality cycle, Kano model and Performance Importance model to focus on quality improvement efforts
- the documentation, control, measurement, and improvement of simple quality processes
- the use of simple tools to identify customers, their wants and needs, and to measure customer satisfaction
- basic organizational strategic planning, including mission and vision statements and the formulation of strategies, strategic objectives, action plans and performance measures.