

SYLLABUS

DIVISION: Business and Engineering Technology

REVISED: Spring 2014

CURRICULA IN WHICH COURSE IS TAUGHT: Business Management

COURSE NUMBER AND TITLE: BUS 209, Continuous Quality Improvement

CREDIT HOURS: 3 HOURS/WK **LEC:** 3 HOURS/WK **LAB:** NA

- I. CATALOG DESCRIPTION:** Presents the different philosophies in Continuous Quality Improvement. Introduces students to Process Improvement, Team Development, Consensus Building, and Problem Solving strategies. Identifies methods for Process Improvement in manufacturing and service organizations, which includes Statistical Process Control when used in the quality assurance function of business and industry.
- II. RELATIONSHIP OF THE COURSE TO CURRICULA OBJECTIVES:** As a required course for all students enrolled in Business Management, BUS 209 will address the following Business Management Outcomes: Graduates will demonstrate the ability to: 1. utilize industry standard computer software products in business communication media such as written reports and business plans; 2. perform and interpret basic business math, accounting, and business statistical calculations; 9. recognize basic business strategy and philosophy development techniques. Additionally, students will be familiar with the vocabulary and course concepts associated with the content items listed in sections IV and VI.
- III. REQUIRED BACKGROUND/PREREQUISITIES:** This course has no general course prerequisites. If students have developmental studies requirements, MTE 1, MTE 2, and ENF 1 must be completed prior to enrollment. ENF 2 may be taken concurrently.
- IV. COURSE CONTENT:**
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| • Quality Improvement Strategy | • Quality Teamwork |
| • Design and Control | • Continuous Improvement and Motivation |
| • Statistical Process | • Strategic Leadership |
| • Building Relationships | • Organizational Change |
| • Effective Communication | |
- V. THE FOLLOWING GENERAL EDUCATION OBJECTIVES WILL BE ADDRESSED IN THIS COURSE** (Place X by all that apply)

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| <u>X</u> | Communication |
| <u>X</u> | Critical Thinking |
| ___ | Cultural and Social Understanding |
| ___ | Information Literacy |
| ___ | Personal Development |
| <u>X</u> | Quantitative Reasoning |
| ___ | Scientific Reasoning |

VI. LEARNER OUTCOMES**VII. EVALUATION**

<ul style="list-style-type: none">• Define Continuous Quality Improvement• Describe the history of Total Quality Management• Understand the framework for quality improvement strategy	Written test Homework questions Supplemental assignment Individual project
<ul style="list-style-type: none">• Describe the statistical process utilized in business• Understand the importance of effective experimental design• Explain how ethics are an important part of statistics	Written test Homework questions Supplemental assignment Individual project
<ul style="list-style-type: none">• Understand how effective communication can impact business• Describe the importance of quality teamwork• Discuss the types of teams used in business	Written test Homework questions Individual project Group project
<ul style="list-style-type: none">• Explain the role of leadership in effective TQM• Discuss TQM strategies used by upper-level management	Written test Homework questions Individual project
<ul style="list-style-type: none">• Understand continuous quality improvement's role in a changing culture• Identify the importance of change	Written test Homework questions Individual project