

SYLLABUS

DIVISION: Arts, Sciences, and Business

REVISED: Spring 2020

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 broadly address all of the DCC business management program objectives. DCC Business Management graduates will demonstrate the ability to understand how continuous quality improvement applies to business practices. The students will be familiar with the vocabulary and concepts associated with the content items listed in sections IV and VI.

III. REQUIRED BACKGROUND/PREREQUISITIES: This course has no general course prerequisites.

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

— Civic Engagement – The ability to contribute to the civic life and well-being of local, national, and global communities as both a social responsibility and a life-long learning process. Degree graduates will demonstrate the knowledge and civic values necessary to become informed and contributing participants in a democratic society.

X Critical Thinking – The ability to use information, ideas, and arguments from relevant perspectives to make sense of complex issues and solve problems. Degree graduates will locate, evaluate, interpret, and combine information to reach well-reasoned conclusions and solutions.

X Professional Readiness – The ability to work well with others and display situationally and culturally appropriate demeanor and behavior. Degree graduates will demonstrate skills important for successful transition into the workplace and pursuit of further education.

 Quantitative Literacy – The ability to perform accurate calculations, interpret quantitative information, apply and analyze relevant numerical data, and use results to support conclusions. Degree graduates will calculate, interpret, and use numerical and quantitative information in a variety of settings.

 Scientific Literacy – The ability to apply the scientific method and related concepts and principles to make informed decisions and engage with issues related to the natural, physical, and social world. Degree graduates will recognize and know how to use the scientific method, and to evaluate empirical information.

X Written Communication – The ability to develop, convey, and exchange ideas in writing, as appropriate to a given context and audience. Degree graduates will express themselves effectively in a variety of written forms.

VI. LEARNER OUTCOMES

Define Continuous Quality Improvement
Describe the history of Total Quality Management
Compare and contrast goods and services

Describe the statistical process utilized in business
Explain how ethics are an important part of statistics

Demonstrate awareness for how effective communication can impact business
Describe the importance of quality teamwork
Discuss the types of teams used in business

VII. EVALUATION

Written test
Homework questions
Supplemental assignment
Individual project

Written test
Homework questions
Supplemental assignment
Individual project

Written test
Homework questions
Individual project
Group project

Explain the role of leadership in effective TQM
Discuss TQM strategies used by upper-level
management

Written test
Homework questions
Individual project

Demonstrate awareness for continuous quality
improvement's role in a changing culture
Identify the importance of change

Written test
Homework questions
Individual project