A. COURSE DESCRIPTION

Credits: 3
Lecture Hours/Week: 0
Lab Hours/Week: 0
OJT Hours/Week: *.*
Prerequisites: None
Corequisites: None
MnTC Goals: None

Total Quality Management is the latest evolutionary culmination of strategies for meeting customer expectations in terms of quality. Besides the traditional tools of quality, this course also investigates how developing an inclusive organizational culture, internal and external partner relationships, and truly understanding the needs and wants of the customer can be leveraged in today's globally competitive environment. Prerequisites: TADT 1111 or TADT 3111.

B. COURSE EFFECTIVE DATES: 08/25/2014 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Competitive Advantage & Strategic Management for Performance Excellence
2. Designing Organizations for Performance Excellence
3. Engagement, Empowerment, & Motivation
4. Frameworks for Quality & Performance Excellence
5. Introduction to Quality & Performance Excellence
6. Leadership for Performance Excellence
7. Performance Excellence & Organizational Change
8. Quality Teamwork
9. Quality in Customer-Supplier Relationships
10. Tools & Techniques for Quality Design & Control

D. LEARNING OUTCOMES (General)

1. appraise benchmarking and best practice replication for product or service improvement.
2. synthesize the benefits of a proactive culture of quality within an organization.
3. compare and contrast hierarchical Transactional Management styles with Transformational Leadership employee empowerment.
4. compare and contrast Total Quality Management principles to those of Quality Assurance and Quality Control.
5. evaluate the benefits that can be realized through developing internal and external partnerships, including between labor and management.
6. Design Quality Function Deployment and House of Quality tools to align organization strategy in support of customer satisfaction.
7. demonstrate effective communication skills.
8. demonstrate the application of other Total Quality Management tools, including root cause and constraint analysis.
E. Minnesota Transfer Curriculum Goal Area(s) and Competencies
   None

F. LEARNER OUTCOMES ASSESSMENT
   As noted on course syllabus

G. SPECIAL INFORMATION
   None noted