

Minnesota State College Southeast

SMGT 1212: Managing for Quality

A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course covers the Total Quality Management Philosophy put forth by a variety of Quality Gurus around the world. It includes a step-by-step process to put a quality program to work in an organization, including shortcuts and how to avoid pitfalls. (Prerequisite: None) (3 credits: 3 lecture/0 lab)

B. COURSE EFFECTIVE DATES: 10/13/1998 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. The philosophy of Quality Management
2. Building an organization of Continuous Improvement
3. Key Quality concepts and standards

D. LEARNING OUTCOMES (General)

1. Differentiate between the terms total quality, total quality control, and total quality management
2. Define internal and external customer
3. Define Total Quality Management
4. Define system
5. Define processes
6. Explain the Quality Chain Reaction
7. Describe basic principles of total quality management
8. Compare Deming, Crosby, and Juran's philosophies
9. Explain the role of quality control in all processes
10. Analyze the role of government in a free enterprise system
11. Describe how a shift from an industrial age to an information age has caused many changes
12. Describe the historical quest for quality
13. Develop a working vocabulary of commonly used words consistent with TQM
14. Explain the training necessary to become a TQM corporation
15. Apply the Shewhart P - D - C - A cycle
16. Describe quality costs
17. Perform a brainstorming process
18. Differentiate between a process and a system
19. Define organizational culture
20. Apply the phases of implementing a TQM process to an organization
21. Describe common strategies for implementing TQM
22. Define continuous improvement
23. Explain 85/15 rule

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted