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