PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

QUALITY IMPROVEMENT
MGT 2160

Class Hours: 3.0  Credit Hours: 3.0
Laboratory Hours: 0.0  Revised: Spring 2014

Note: This course is not designed for transfer credit.

Catalog Course Description:

This course is an introduction to quality management as a system through the application of statistical process control, W. Edwards Deming’s management philosophy, and various quality management techniques.

Entry Level Standards:

The beginning student must be computer literate, competent in college level math, and must read at the college level.

Prerequisites:

MGT 2000

Textbook(s) and Other Course Materials:


I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ch. 1 The Total Quality Approach to Quality Management</td>
</tr>
<tr>
<td>2</td>
<td>Ch. 2 Quality and Global Competitiveness &amp; Ch. 3 Strategic Management</td>
</tr>
<tr>
<td>3</td>
<td>Ch. 4 Quality Management, Ethics and Corporate Social Responsibility &amp; Ch. 6 Quality Culture</td>
</tr>
<tr>
<td>4</td>
<td>Ch. 7 Customer Satisfaction, Retention and Loyalty</td>
</tr>
<tr>
<td>5</td>
<td>Ch. 8 Employee Empowerment &amp; Ch. 9 Leadership and Change</td>
</tr>
<tr>
<td>6</td>
<td>Ch. 12 Education and Training</td>
</tr>
<tr>
<td>7</td>
<td>Ch. 13 Overcoming Politics, Negativity, and Conflict in the Workplace &amp; Ch. 14 ISO 9000</td>
</tr>
<tr>
<td>8</td>
<td>Ch. 15 Overview of Total Quality Tools</td>
</tr>
<tr>
<td>9</td>
<td>Ch. 16 Problem Solving and Decision Making</td>
</tr>
</tbody>
</table>
II. Course Goals*:

This course will:

A. Enhance students understanding and knowledge of W. Edward Deming’s quality concept. (I,II)
B. Expand students’ knowledge of quality control history and current events. (I,II, VI, VII)
C. Teach students an adequate quality control vocabulary. (I,II,VI,VII)
D. Illustrate quality control evaluative methods. (III,V)
E. Demonstrate the importance of supply chain management. (I, II, VI, VII)
F. Explain the process of developing your employees. (I, II, VI, VII)
G. Describe the role of strategic planning as it refers to Quality Improvement. (I, II, VI, VII)
H. Demonstrate the importance of integrating the global business environment into quality control.

*Roman numerals after course goals reference goals of the Management program.

III. Expected Student Learning Outcomes*:

The student will be able to:

1. Explain how statistical process control fits in to the quality management system. A, B,C, D
2. Interpret the relationship between quality/productivity and world market competitiveness. B, H
3. Evaluate the cost of quality. A, B, C, D
4. Describe and analyze W. Edwards Deming’s 14 points of management and his quality management philosophy. A, C
5. Summarize the history of quality control. A, B, C
6. Summarize the history of team management. A, B, C, F
7. Evaluate team management. A, B, C, F
9. Compute and/or construct, analyze, and apply the following evaluative methods: C, D
   a. Flowcharts
   b. Operational Definitions
   c. Cause and Effect Diagrams
   d. Check Sheets
   e. Pareto Diagrams
   f. Histograms
   g. Run Charts
   h. Process mean, range, and standard deviation
   i. X-BAR and R and X-BAR and S variables control chart

10. Describe the Plan, Do, Study, Act continuous improvement cycle. A, C, D

11. Evaluate rational subgrouping schemes. C, D

12. Identify and evaluate process state of control. C, D

13. Evaluate process capability. C, D

* Capital letters after Expected Student Learning Outcomes reference the course goals listed above.

IV. Evaluation:

A. Testing Procedures: 50% of grade
   A minimum of two exams is recommended.

B. Laboratory Expectations:
   N/A

C. Field Work:
   N/A

D. Other Evaluation Methods: 50% of grade
   Class participation, group work and homework will also comprise the final grade for the course. Each instructor must provide full details during the first week of class via a syllabus supplement.

E. Grading Scale:
   92 - 100 A
   89 - 91 B+
   82 - 88 B
   79 - 81 C+
   72 - 78 C
   65 - 71 D
   Below 65 F

V. Policies:

A. Attendance Policy:

   Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at
least 75 percent of their scheduled class and laboratory meetings in order to receive credit for
the course. Individual departments/programs/disciplines, with the approval of the vice
president of Academic Affairs, may have requirements that are more stringent. In very specific
circumstances, an appeal of the policy may be addressed to the head of the department in
which the course was taken. If further action is warranted, the appeal may be addressed to the
vice president of Academic Affairs.

B. Academic Dishonesty:

Academic misconduct committed either directly or indirectly by an individual or group is
subject to disciplinary action. Prohibited activities include but are not limited to the following
practices:

• Cheating, including but not limited to unauthorized assistance from material, people,
  or devices when taking a test, quiz, or examination; writing papers or reports; solving
  problems; or completing academic assignments.
• Plagiarism, including but not limited to paraphrasing, summarizing, or directly
  quoting published or unpublished work of another person, including online or
  computerized services, without proper documentation of the original source.
• Purchasing or otherwise obtaining prewritten essays, research papers, or materials
  prepared by another person or agency that sells term papers or other academic
  materials to be presented as one’s own work.
• Taking an exam for another student.
• Providing others with information and/or answers regarding exams, quizzes,
  homework or other classroom assignments unless explicitly authorized by the
  instructor.
• Any of the above occurring within the Web or distance learning environment.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00
Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.

C. Accommodations for disabilities:

Students that need accommodations because of a disability, have emergency medical
information to share, or need special arrangements in case the building must be evacuated
should inform the instructor immediately, privately after class or in her or his office. Students
must present a current accommodation plan from a staff member in Services for Students with
Disabilities (SSWD) in order to receive accommodations in this course. Services for Students
with Disabilities may be contacted by sending email to disabilityservices@pstcc.edu, or
visiting Goins 127, 132, 134, 135, 131. More information is available at
http://www.pstcc.edu/sswd/.

D. Other Policies:

Computer Usage Guidelines:
College-owned or –operated computing resources are provided for use by students of
Pellissippi State. All students are responsible for the usage of Pellissippi State’s computing
resources in an effective, efficient, ethical and lawful manner.  (Pellissippi State Online
Catalog)