

Date Prepared: July 5, 2000

## COURSE OUTLINE

New       Revised

Effective Date: August 22, 2000

1. **COURSE PREFIX NUMBER:** BUS 208 **CREDIT HOURS:** 3
2. **COURSE TITLE:** Quality and Productivity Management
3. **PREREQUISITES:** None
4. **COURSE DESCRIPTION:** Focuses on the key quality improvement concepts regarding products and services, customers and suppliers, and systems and processes that make quality a part of the work life of an organization. Emphasizes the role of teams, including team meeting skills and techniques, and a variety of quality improvement tools, such as flowcharts, run charts, Pareto diagrams, cause and effect diagrams, evaluation matrices, and implementation road maps. Lecture 3 hours per week.
5. **CONTENT:** (Major Headings)
  - a. Overview of quality and productivity management
  - b. The role of teams in quality and productivity management
  - c. Team meeting skills and techniques
  - d. Key quality improvement concepts, including products and services, customers and suppliers, systems and processes, quality characteristics and indications, variation, and data collection
  - e. Quality improvement tools including data analysis tools, evaluation matrices and implementation roadmaps
6. **GENERAL COURSE OBJECTIVES:**

Upon successful completion of the course, the student will be able to

  - a. Explain the basics of quality and productivity management.
  - b. Demonstrate proficiency with quality improvement tools and techniques.
  - c. Develop, prepare and present a quality improvement project.