Date Prepared: July 5, 2000

## **COURSE OUTLINE**

New X Revised Effective Date: August 22, 2000

1. COURSE PREFIX NUMBER: BUS 209 CREDIT HOURS: 3

2. COURSE TITLE: Continuous Quality Improvement

3. PREREQUISITES: None

- 4. COURSE DESCRIPTION: Presents the different philosophies in Quality Control. Introduces students to Process Improvement, Team Development, Consensus Building, and Problem-Solving Strategies. Identifies methods for Process Improvement in manufacturing and service organizations, which includes Statistical Process Control when used in the quality control function of business and industry. Lecture 3 hours per week.
- 5. **CONTENT**: (Major Headings)
  - a. Fundamentals of quality management
  - b. Effective problem solving tools
  - c. Quality Improvement procedures
  - d. Team problem solving

## 6. GENERAL COURSE OBJECTIVES:

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

- a. Understand quality fundamentals
- b. Explain quality improvement systems
- c. Show how to use teams to Improve quality
- d. Provide statistical tools for problem solving