



North Central State College
MASTER SYLLABUS
2019-2020

- A. Academic Division: Business, Industry and Technology
- B. Discipline: Business Administration
- C. Course Number and Title: BUSM1270 Quality
- D. Course Coordinator: Lynn Jones
Assistant Dean: Toni Johnson, PhD

Instructor Information:

- Name: [Click here to enter text.](#)
- Office Location: [Click here to enter text.](#)
- Office Hours: [Click here to enter text.](#)
- Phone Number: [Click here to enter text.](#)
- E-Mail Address: [Click here to enter text.](#)

- E. Credit Hours: 3
- F. Prerequisites: none
- G. Syllabus Effective Date: Fall, 2019
- H. Textbook(s) Title:

The ASQ Quality Improvement Pocket Guide

- Author: Duffy
- Copyright Year: 2013
- Edition: 1st
- ISBN #: 9780873898539

The Memory Jogger 2: Tools for Continuous Improvement and Effective Planning

- Author: Michael Brassard and Diane Ritter
- Copyright Year 2016
- Edition: 2nd
- ISBN: 9781576811139

- I. Workbook(s) and/or Lab Manual: None
- J. Course Description: Quality improvement is recognized as an essential function in any successful organization. Leading corporations have demonstrated that improved quality raises profits, reduces costs, and provides competitive advantage. This course will explore the foundations of quality, tools and methods for analytic study, and administrative systems for quality management.

K. College-Wide Learning Outcomes

College-Wide Learning Outcomes	Assessments - - How it is met & When it is met
Communication – Written	
Communication – Speech	
Intercultural Knowledge and Competence	
Critical Thinking	
Information Literacy	
Quantitative Literacy	

L. Course Outcomes and Assessment Methods:

Upon successful completion of this course, the student shall:

Outcomes	Assessments – How it is met & When it is met
1. Outline the history and essential principles of quality management and how to make it work for business, projects and products.	Exams, written homework discussion questions, and exercises. Weeks 1 and 2
2. Examine the important facets, procedures, and pros and cons of all quality methodologies, including Total Quality Management, Six Sigma, and other quality standards programs.	Exams, written homework discussion questions, and exercises. Weeks 3 and 4
3. Differentiate between Quality Control and Quality Assurance. Understand when to use both, or just one.	Exams, written homework discussion questions, and exercises. Weeks 5 and 6
4. Apply root cause analysis in technical and management problems.	Exams, written homework discussion questions, and exercises. Weeks 5 and 6
5. Use statistical tools such as Pareto optimization and statistical process control to support quality.	Exams, written homework discussion questions, and exercises. Weeks 7 and 8
6. Discuss the benefits of quality in making your business more effective and efficient.	Exams, written homework discussion questions, and exercises. Weeks 9, 10 and 11
7. Apply the guidelines for developing and conducting a program to improve quality management that leads to a permanent change in process.	Exams, written homework discussion questions, and exercises. Weeks 12 and 13
8. Apply the best practices in quality management to temporary, time-limited endeavors with unique results.	Exams, written homework discussion questions, and exercises. Weeks 14 and 15

M. Topical Timeline (Subject to Change):

The following areas of study will enable students to better understand and use of quality practices within a business to generate effectiveness and efficiencies necessary to the bottom line.

- Part I: Managing Quality
- Part II: Quality Essentials
- Part III: Quality Movements
- Part IV: Practical Quality Management

N. Course Assignments:

Assessment of student ability should include a variety of activities and assignments. These activities and assignments will include but not be limited to:

1. Research of quality initiatives to include the Deming processes along with others such as Six Sigma.
2. Statistical models to determine quality to include such methods as: flow charts, pareto charts, run charts, histograms, scatter diagrams, and control charts.
3. Reading Assignments
4. Written Assignment
5. Group Assignments
6. Exams

O. Recommended Grading Scale:

NUMERIC	GRADE	POINTS	DEFINITION
93-100	A	4.00	Superior
90-92	A-	3.67	Superior
87-89	B+	3.33	Above Average
83-86	B	3.00	Above Average
80-82	B-	2.67	Above Average
77-79	C+	2.33	Average
73-76	C	2.00	Average
70-72	C-	1.67	Below Average
67-69	D+	1.33	Below Average
63-66	D	1.00	Below Average
60-62	D-	0.67	Poor
00-59	F	0.00	Failure

P. Grading and Testing Guidelines:

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Q. Examination Policy:

Click here to enter text.

R. Class Attendance and Homework Make-Up Policy:

Click here to enter text.

S. Classroom Expectations:

Click here to enter text.

T. College Procedures/Policies:

Important information regarding College Procedures and Policies can be found on the [syllabus supplement](https://sharept.ncstatecollege.edu/committees/1/curriculum/SiteAssets/SitePages/Home/SYLLABUS%20SUPPLEMENT.pdf) located at <https://sharept.ncstatecollege.edu/committees/1/curriculum/SiteAssets/SitePages/Home/SYLLABUS%20SUPPLEMENT.pdf>

The information can also be found Choose an item.