



North Central State College

MASTER SYLLABUS

2025-2026

- A. Academic Division: Engineering Technology, Business & Criminal Justice Division
- B. Discipline: Business Administration
- C. Course Number and Title: BUSM1270 Quality
- D. Assistant Dean: Brooke Miller, M.B.A.
- E. Credit Hours: 3
- F. Prerequisites: none
- G. Last Course/Curriculum Revision Date: Fall 2025 Origin date: 09/20/2011
- H. Textbook(s) Title:

The ASQ Quality Improvement Pocket Guide

- Author: Duffy
- Copyright Year: 2013
- Edition: 1st
- ISBN #: 9781636941332

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

- Author: Michael Brassard and Diane Ritter
- Copyright Year 2018
- 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. Beginning of the term
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. First half of the term
3. Differentiate between Quality Control and Quality Assurance. Understand when to use both, or just one.	Exams, written homework discussion questions, and exercises. First half of the term
4. Apply root cause analysis in technical and management problems.	Exams, written homework discussion questions, and exercises. First half of the term
5. Use statistical tools such as Pareto optimization and statistical process control to support quality.	Exams, written homework discussion questions, and exercises. Middle of the term
6. Discuss the benefits of quality in making your business more effective and efficient.	Exams, written homework discussion questions, and exercises. Second half of the term
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. Second half of the term
8. Apply the best practices in quality management to temporary, time-limited endeavors with unique results.	Exams, written homework discussion questions, and exercises. End of term

M. 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

N. College Procedures/Policies:

North Central State College believes that every student is a valued and equal member of the community.* Every student brings different experiences to the College, and all are important in enriching academic life and developing greater understanding and appreciation of one another. Therefore, NC State College creates an inclusive culture in which students feel comfortable sharing their experiences.

Discrimination and prejudice have no place on the campus, and the College takes any complaint in this regard seriously. Students encountering aspects of the instruction that result in barriers to their sense of being included and respected should contact the instructor, assistant dean, or dean without fear of reprisal.

* *Inclusive of race, color, religion, gender, gender identity or expression, national origin (ancestry), military status (past, present or future), disability, age (40 years or older), status as a parent during pregnancy and immediately after the birth of a child, status as a parent of a young child, status as a foster parent, genetic information, or sexual orientation*

Important information regarding College Procedures and Policies can be found on the syllabus supplement located at

<https://ncstatecollege.edu/documents/President/PoliciesProcedures/PolicyManual/Final%20PDFs/14-081b.pdf>



North Central State College
SYLLABUS ADDENDUM

Academic Division:	<u>Business, Industry, and Technology</u>	Discipline:	<u>Business Administration</u>
Course Coordinator:	<u>Brandel Boyd</u>		
Course Number:	<u>BUSM 1270</u>	Course Title:	<u>Quality</u>
Semester / Session:	<u>Fall 2025 / Session A</u>	Start / End Date:	<u>8-11-25 thru 10-3-25</u>

Instructor Information

Name:	<u>Brandel Boyd</u>	Credentials:	<u>Ph.D. Public Administration; MBA.HRM</u>
Phone Number:	<u>419-755-4572</u>	E-Mail Address:	<u>bboyd@ncstatecollege.edu</u>
Office Location:	<u>233 Kehoe</u>	Office Hours:	<u>Mon/Wed 9-11 AM; and Mon 2-3 PM</u>

I. Topical Timeline (Subject to Change):

Weeks	Topics	Assignment	Due Date
1	To understand our definition of Quality. To understand the origin of modern Quality practices and principles. Quality systems, processes, and variation & the PDCA improvement model	Week 1 Guided Notes; Week 1 Quiz; Run, Hide, Fight assessment	At close of week 1 as designated in Canvas
2	ISO 9001 international quality standards. More on the foundations of quality, tools and methods for analytic study, and administrative systems for quality management	Week 2 Guided Notes; MMI Case Study; Hospital Case Study	At close of week 2 as designated in Canvas
3	Quality inspections. Building quality plans.	Week 3 Guided Notes; Inspection assignment; Quality Plan Review	At close of week 3 as designated in Canvas
4	Quality diagrams and charting. Using mean, range, and standard deviation to determine quality.	Week 4 Guided Notes; 5 Chart Exercises (acting in place of Mid-Term Exam)	At close of week 4 as designated in Canvas
5	Establishing control & Using control charts	Week 5 Guided Notes; Establishing Control Chart Exercise & Using Control Chart Exercise	At close of week 5 as designated in Canvas
6	Process capability; Creating and using flowcharts	Week 6 Guided Notes; Process Capability Exercise; Flow Chart Exercise	At close of week 6 as designated in Canvas
7	Value stream mapping. Team leading, organizational change, cultural characteristics, and society.	Week 7 Guided Notes; Value Stream Mapping Case Study	At close of week 7 as designated in Canvas
8	Final Exam	Week 8 Guided Notes; Final Exam	At close of week 8 as designated in Canvas

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II. Grading and Testing Guidelines:

Activity	Quantity	Points	% of Total
Weekly Guided Notes	7 total @ 20 pts each & 1 @ 10 pts	150	26.55%
Quiz #1, Week 1	1	40	7.08%
Run, Hide, Fight	1	5	0.88%
Inspection Example	1	10	1.77%
Quality Plan Review	1	25	4.42%
Exercises	9 total @ misc. points (range = 15-25 pts)	195	34.51%
Case Studies	3 total @ 30 pts each	90	15.92%
Final Exam	1	50	8.85%
Total in the Course:		565	100%

III. Examination Policy:

- The reasons for which a student will be excused from taking an examination _____
 - Hospitalization (with documented verification)
 - Death in the immediate family (with documented verification)
 - Personal illness or illness in immediate family - (doctor's excuse required).
- A student who misses an examination for any reason is responsible for _____
 - Communicating the reason for the absence with the instructor
 - Arranging with the instructor whether or not the exam can be made up
 - Scheduling a day/time to make up the exam without falling behind on up to date work
- Quizzes may consist of multiple choice, true/false, matching, fill-in, short-answer, and essay questions. Normally missed quizzes must be made up within one week of due date and will incur a 20% penalty unless prior arrangements are made.

IV. Class Attendance and Homework Make-Up Policy:

- Class attendance is necessary to acquire the knowledge required to _____
 - Exercise the learning you acquire from this course in the field upon graduation.
 - Receive an A grade in the course
- Students are responsible for _____
 - Reading all chapters assigned on a weekly basis
 - Completing all graded assignments (quizzes and otherwise) by their due dates
 - Contacting the instructor when any issues arise with completing a. and b. above.
 - Late homework is not accepted unless otherwise approved by the instructor
- Attendance
 - In an online class, attendance is determined upon completion of weekly assignments.
 - Each week, attendance is reported based on this participation
 - That is, if 4 assignments are due that week, and a student completes all 4 by the due date; they will be counted as in full attendance for that week
 - Likewise, if a student only completes 1-3 of the 4 assignments, they will be reported as partially in attendance.
 - If a student completes 0 of the assigned assignments for a week, they are counted as absent for the week.
- Late Assignments
 - Given the compacted nature of 8-week courses, it is highly advisable that students do not fall behind in their coursework. To assist in motivating students to that end, **late work in this course is not accepted**.
 - If extenuating circumstances occur, students are encouraged to communicate with the instructor as soon as possible for possible override of this policy. However, depending on the situation, advanced notice of the issue may be required.
 - The instructor holds the right to accept or deny any student's request to make up work that does not appear to align with this policy.

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V. Classroom Expectations:

1. All students are expected to demonstrate professional behavior and use language appropriate for the classroom learning experience.
 - a. Students will respect fellow classmates when they are speaking
 - b. Students will respect the teacher by remaining silent when the teacher is talking
 - c. Students will participate in class when participation is expected of them
 - d. All interactions must be kind and courteous
 - e. Any act of violence, or threat of violence will strictly be forbidden