



North Central State College

MASTER SYLLABUS

2026-2027

- 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 2026 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	Average
67–69	D+	1.33	Below Average
63–66	D	1.00	Below Average
60–62	D-	0.67	Below Average
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 2026 / Session A</u>	Start / End Date:	<u>8-17-26 thru 10-9-26</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	Assignments	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

II. Course Assignments:

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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

III. Grading and Testing Guidelines:

Assignment		Total Points	% of Total Grade
Weekly Guided Notes	7 total @ 20 pts each & 1 @ 10 pts	150	26.55%
Quiz #1, Week 1		40	7.08%
Run, Hide, Fight		5	0.88%
Inspection Example		10	1.77%
Quality Plan Review		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		50	8.85%
Total in the Course:		565	100%

IV. Examination Policy:

1. The reasons for which a student will be excused from taking an examination _____
 - a. Hospitalization (with documented verification)
 - b. Death in the immediate family (with documented verification)
 - c. Personal illness or illness in immediate family - (doctor's excuse required).
2. A student who misses an examination for any reason is responsible for _____
 - a. Communicating the reason for the absence with the instructor
 - b. 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
3. 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.

V. Class Attendance and Late Assignment Policy:

1. Attendance

In fully online sections of this course, attendance is measured by the **completion of weekly assignments and activities**. Simply logging into Canvas or viewing course materials does **not** count as attendance.

Your attendance may be graded and will be marked each week as one of the following:

- a. Fully attended (submitting all assignments for the weekly module on time).
- b. Partially attended (submitting some portion of assignments for the weekly module on time).
- c. Absent (not submitting any assignments for a weekly module on time).

2. Late Assignments

To support consistent learning, time management, and professional responsibility, the following late-work policy applies:

- Late submissions are accepted **up to one week after the due date only**.
- Assignments submitted late will receive a **20%-point deduction**.
- Assignments submitted **more than one week late will not be accepted**.
- **No late assignments are accepted after the last day of the term**.
- Assignments due during **finals week are final** and must be submitted by the posted deadline.

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3. **Extenuating Circumstances**

Students experiencing extenuating circumstances are encouraged to **contact the instructor as soon as possible** to discuss potential accommodations. In some cases, **advance notice may be required**.

- Approval of late or make-up work is **not guaranteed** and is determined at the instructor's discretion.
- Requests that do not align with this policy may be denied.

*This policy is supported by the **Dean and Assistant Dean**, who expect students to communicate promptly with their instructor when emergencies arise. This expectation reflects professional workplace standards, where timely communication is required if deadlines or responsibilities cannot be met.*

4. **Advance Communication**

Students who anticipate difficulty meeting a deadline should **contact the instructor prior to the applicable assignment deadline(s)** to determine whether an alternate schedule may be considered.

5. **Excused Absences**

Excused absences include the following circumstances, and may require documented proof for accommodation:

- Hospitalization
- Death in the family
- Incapacitating personal illness or illness of an immediate family member
- Military leave
- Employment-related travel

6. **Participation Requirements to remain enrolled**

Students must participate within the first week of the term to avoid being dropped for non-attendance. This is a college-wide policy. Students must also participate in and achieve at least 67% success by the point of mid-term grade reporting to again avoid being dropped from the course, this time for non-participation (another college-wide policy).

VI. **Classroom Expectations:**

1. You are expected to conduct yourself in this on-line class in a professional and courteous manner at all times. Please be respectful of other students.
2. All students are expected to demonstrate professional behavior and use language appropriate for the classroom learning experience.
3. You are expected to attend class and actively participate in any collaborative exercises that are being run

VII. **Artificial Intelligence (AI) Policy:**

Artificial intelligence (AI) can be a valuable tool for academic purposes. AI may assist with generating ideas, checking grammar, and improving writing skills and other class-related tasks, but it should not be relied upon solely. Students are expected to demonstrate independent thinking and analysis and use AI to supplement their work. AI does not replace critical thinking and relying solely on AI to complete assignments undermines your learning.

Any work submitted must be the student's own, and using AI to generate entire assignments or portions of assignments is strictly prohibited and will result in academic consequences. To promote transparency and accountability, students must document their use of AI in any assignments, including the prompts or instructions they provided to the AI and any additional notes about the AI's output or their analysis. AI is not always accurate and may produce outdated, misleading, biased, or entirely incorrect information. Always verify any AI-generated content with credible academic sources.

Plagiarism, including using AI to generate assignments, not only cheats the student out of learning, but is considered a form of academic misconduct and will result in disciplinary action.