

Departmental Course Syllabus

Business Department * Academic Instruction Center Suite 325 **Revision:** Spring 2009
San Antonio College * 1300 San Pedro Avenue * San Antonio, TX 78212-4299

Course Number and Title: BMGT 2331 – Principles of Quality Management

Credit Hours: 3

Instructor: Varies

Office: Varies

Phone Number: (210) 486-1414 **Fax:** (210) 486-1503

E-mail: Varies

Web Address: <http://www.accd.edu/sac/business>

Office Hours: To be posted by the individual instructor.

I. Catalog Description:

Quality of productivity in organizations is emphasized in this course. Key concepts for this course include planning for quality throughout the organization, analysis of cost of quality, and employee empowerment.

II. Pre-requisites, co-requisites and other requirements:

BMGT 1331

III. Text and/or Other Requirements:

Principle of Quality Management – 5th ed., Goetsch & Davis, Prentice Hall

IV. Methods of Instruction:

- A. Lecture
- B. Videos
- C. Group Discussions

V. Course Content:

The student will describe the important issues relation to total quality management, identify essential management skills required to implement total quality; and describe the factors and concepts that place quality as the cornerstone in the production of goods and/or the delivery of services.

VI. Learning Outcomes:

Learning Outcome 1: The student will be able to define the role of quality in production and service systems.

Performance Objectives/Methods of Measurement for this outcome:

The student will be able to:

1. Define quality and list the key elements of Total Quality. This will be demonstrated on a written examination.
2. Describe on a written examination the future of Quality Management.

3. Explain on a written examination the importance of ethics to Total Quality.

Learning Outcome 2: The student will be able to explain concepts related to quality costs.

Performance Objectives/Methods of Measurement for this outcome:

The student will be able to:

1. Explain how goal setting, infrastructure, and resources relate to quality costs. This outcome will be assessed on completing case studies and on a written examination.
2. Explain how value perception relates to customer loyalty. This outcome will be assessed on a written examination.

Learning Outcome 3: The student will be able to list and define the quality improvement process using analysis.

Performance Objectives/Methods of Measurement for this outcome:

The student will be able to:

1. Explain the rationale for continuous improvement and identify improvement strategies. This will be demonstrated on a written examination.
2. Develop a foundation of understanding for ISO 9000 and 14000 programs. This outcome will be assessed on a written examination.
3. Develop an understanding of the Baldrige Awards and Six Sigma. This outcome will be assessed on a written examination.
4. Explain how to develop a Statistical Process Control Chart. This outcome will be demonstrated on a homework assignment.

Learning Outcome 4: The student will participate in problem solving experiences through creative team development.

Performance Objectives/Methods of Measurement for this outcome:

The student will be able to:

1. Discuss on a written examination the four step approach to team building.

SCANS:

The following SCANS skills will be taught in this course: acquires and evaluates information (C5), and interprets and communicates information (C7). Foundation skills included are: reading (F1), mathematics (F4), listening (F5), speaking (F6), problem solving (F9), seeing things in the mind's eye (F10), knowing how to learn (F11), reasoning (F12), responsibility (F13), self-esteem (F14), sociability (F13), self-management (F16), and integrity/honesty (F17).

VII: Course requirements and grade computation:

A. College Requirements:

1. A written comprehensive final examination, not to exceed three hours in length, shall be given at the end of each semester for each course at the regularly scheduled time. Any exceptions to these requirements must be approved by the appropriate dean. Other examinations are given at the discretion of the instructor.

A student who must be absent from a final examination should petition that instructor for permission to post pone the examination. A student absent without permission from a final examination is graded “F”. Postponed examination result in a grade of “I”. The final exam must be taken within 120 calendar days from the end of the semester or the grade automatically becomes an “F”. (San Antonio College Bulletin, Faculty Handbook – January 1995)

B. Departmental Requirement:

Workload: Students are responsible for reading and studying each chapter PRIOR TO class lecture and discussion of the chapter. **THIS IS VERY CRITICAL.** Your success in this class is dependent upon your continued commitment to maintaining a daily study time outside the classroom. You must stay current.

C. Instructor Requirements: Varies

Grading Scale:

A	=	90	-	100
B	=	80	-	89
C	=	70	-	79
D	=	60	-	69
F	=	Below 60		

VIII: College Policies:

- A. San Antonio College does not discriminate on the basis of race, religion, color, national origin, sex, age, or disability with respect to access, employment programs or services.
- B. “Students are urged not to bring children to either a class or a lab. Minors under the age of twelve (12) must not be left unattended on campus.” College Academic Council – April, 1998
- C. ADA Statement: “As per Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, if accommodation is needed contact the Office of DisABILITY Support Services, CAC 124C,

Phone: (210) 733-2347”

- D. A Rapid Response Team exists for the purpose of responding to emergencies. If you have a disability that will require assistance in the event of a building evacuation, notify Disability Support Services, Chance Academic Center 124C, Phone: (210) 733-2347.
- E. Academic Dishonesty: Students may be subject to disciplinary proceedings resulting in an academic penalty or disciplinary penalty for academic dishonesty. Academic Dishonesty includes, but is not limited to cheating on a text, plagiarism and collusion. For additional information refer to the “Student Code of Conduct”: in the San Antonio College Bulletin.
- F. Students are required to silence all electronic devices (e.g., pagers, cellular phones, etc.) when in classrooms, laboratories and the library. College Academic Council, 01/2000.
- G. San Antonio College Attendance Policy: Regular and punctual attendance is required. A student absent for any reason is responsible for all work missed. Absences are recorded from the first day of class. A student absent the equivalent of two weeks of instruction, may be dropped by the instructor with a grade of “W.” Both tardiness and early departure from class are forms of absenteeism. The instructor establishes the policy with regard for each.
- H. San Antonio College is a smoke free campus.
- I. ACCD DPS Emergency Phone Numbers:
ACCD DPS Emergency Phone (210) 222-0911
ACCD DPS General Phone (210) 208-8099
ACCD DPS Weather Phone (210) 208-8189 – (For information on college closures)
- J. Students must also abide by the policies, procedures, and rules set forth in the “Student Code of Conduct” and all other policies set forth in the San Antonio College Bulletin. www.accd.edu/sac/sacmain/schedule/SAC_Bulletin_05-06.pdf

IX. Miscellaneous Information

1. Retention Period For Student Work, Exams, etc:

Student papers and exams will be retained for one semester after the completion of the course.

2. Business Department

For degree plans, general syllabi outlines, and other information on your current course and faculty, please visit the Business Department website at: <http://www.accd.edu/sac/business> or contact us at (210) 733-2700.

3. Business Computer Lab

The Business Computer Lab is a student lab that is open to any Business Department student majoring in any of the departments programs and/or taking any department course. For more information, please contact the BCL at (210) 785-6058 or visit us on the web at <http://www.accd.edu/sac/business/lab>.