

SYLLABUS
PART I
EDISON COMMUNITY COLLEGE
IMT 130S QUALITY MANAGEMENT SYSTEMS
4 CREDIT HOURS

COURSE DESCRIPTION

Philosophy of total quality management. Focuses on improving process and reducing variation in systems. Covers the role of employees through empowerment in improving all aspects of manufacturing and service organizations to achieve quality improvement and customer satisfaction.

COURSE GOALS

The student will:

1. Explain the history and importance of quality.
2. Discuss the many definitions of quality.
3. Recognize and describe the relationship between quality and productivity.
4. Identify the economics of quality.
5. Describe the content of several philosophies of quality.
6. Analyze and apply the principles of Total Quality Management.
7. Explain the quality planning process.
8. Recognize and assess the quality organizational structure.
9. Analyze variation and the need for control.
10. Apply various problem solving techniques to quality.
11. Identify the human component and the use of employee empowerment in the improvement of quality.

CORE VALUES

The Core Values are a set of principles which guide in creating educational programs and environments at Edison. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce these Core Values whenever appropriate.

TOPIC OUTLINE

1. The Quality System
 - a. Introduction to Quality
 - b. Quality in Production and Service Systems
 - c. The Economics of Quality
2. Total Quality in Organizations
 - a. Quality as a Management Framework
 - b. Quality and Competitive Advantage
 - c. Planning for Quality Assurance
 - d. Organizing for Quality
 - e. Controlling for Quality
 - f. Quality Improvement and Problem Solving
 - g. Human Resource Management for Quality
 - h. Employee Involvement and Participative Management

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3. Philosophies and Frameworks
 - a. The Deming, Juran, Crosby and other Quality Philosophies
 - b. Quality Management and Awards
 - c. ISO 9000:2000
 - d. Six Sigma
4. Leadership and Strategic Planning
 - a. Leadership Theory and Practice
 - b. The Seven Management and Planning Tools
5. Process Management
 - a. Process Improvement
 - b. Process Control
 - c. Designing Processes for Quality
6. Performance Measurement and Strategic Information Management
 - a. The Scope of Performance Measurement
 - b. The Cost of Quality
 - c. Measuring the Return on Quality
7. Building And Sustaining Total Quality Organizations
 - a. Organizational Culture and Total Quality
 - b. Change Management
 - c. Sustaining the Quality Organization
 - d. Self-Assessment Processes