**BARTON COMMUNITY COLLEGE**

**COURSE SYLLABUS**

1. **GENERAL COURSE INFORMATION**

Course Number: BUSI 1780  
Course Title: Total Quality Management  
Credit Hours: 3 Credit Hours  
Division and Discipline: Business & Social Science Division  
Management Department   
Course Description: This course introduces the student to the management principles of the quality movement. It examines the cultural and global influences. Process management, systems thinking, variation and statistical thinking, customer-supplier relationships, continuous improvement, and customer satisfaction will be introduced in a service and manufacturing organization.

1. **CLASSROOM POLICY**

Students and faculty of Barton County Community College constitute a special community engaged in the process of education.  The college assumes that its students and faculty will demonstrate a code of personal honor, which is based upon courtesy, integrity, common sense, and respect for others both within and outside the classroom.

The college reserves the right to suspend a student for conduct, which is detrimental to the college’s educational endeavors as outlined in the college catalog.

Plagiarism on any academic endeavors at Barton County Community College will not be tolerated.  Learn the rules of and avoid instances of intentional or unintentional plagiarism.  Anyone seeking an accommodation under provisions of the Americans with Disabilities Act should notify the instructor and the BCCC Coordinator of Instructional Services.

Please visit the BCCC Fort Riley website at [http://fr.bartonccc.edu](http://fr.bartonccc.edu/)  specific college policy and notices concerning:  Non-Discrimination, Civil Rights Act of 1964, (FERPA) Family Educational Rights and Privacy Act, Sexual Harassment, Academic Clemency Policy, and Academic Suspension.

1. **COURSE AS VIEWED IN TOTAL CURRICULUM**

This course provides the student an introduction to the concepts of Total Quality Management. The course will focus on the ideas of Dr. W. Edwards Deming as a foundation for study of the TQM movement. This course will expose students to the fundamental concepts of TQM as tools of management and as a basis for providing organizational change. The course will provide students a working knowledge of the concept of TQM; which is essential to any business or management curriculum.

1. **ASSESSMENT OF STUDENT LEARNING/COURSE OUTCOMES**

**Barton County Community College is committed to the assessment of student learning and to quality education. Assessment activities provide a means to develop an understanding of how students learn, what they know, and what they can do with their knowledge. Results from these various activities guide Barton, as a learning college, in finding ways to improve student learning.**

1. Identify and articulate the major points and concepts of TQM as present by the key TQM philosophers.
2. Explain key quality initiatives.
3. Illustrate key TQM topics.
4. Integrate TQM concepts with Organizational Leadership, Strategic Planning, and Human Resource Management.
5. Apply TQM tools and process management techniques.
6. Evaluate TQM case studies.
7. **COMPETENCIES**
8. Identify and articulate the major points and concepts of TQM as present by the key TQM philosophers.
9. Define the concept of Organizational Effectiveness and the Total Quality Management philosophy as articulated by the key TQM philosophers - Figenbaum, Shewhart, Deming, Juran and Cosby.
10. Explain Operational Definitions.
11. Describe Dr. Demings contribution to the TQM movement, including the 14 points, seven deadly diseases, obstacles to productivity, and the system of profound knowledge.
12. Define the terms System, Process, Quality and Customer as used by TQM philosophers.
13. Explain the 85-15 rule, PDCA or PDSA and the concept of Tampering.
14. Explain key quality initiatives.
15. Describe the Six Sigma concept.
16. Describe the ISO 9000 concept.
17. Describe The Malcolm Baldrige National Quality Award.
18. Describe The Deming Prize.
19. Describe Lean Manufacturing
20. Illustrate key TQM topics.
21. Explain the concept of Internal and External Customers.
22. Identify the concepts needed to create a "customer focus"
23. Define quality terms, including: Quality Circles (QC), Quality Council (QC), Statistical Quality Control (SQC), Statistical Process Control (SPC), Total Quality Control (TQC) and Quality Function Deployment (QFD).
24. Articulate the concept of special and common cause variation.
25. Integrate TQM concepts with Organizational Leadership, Strategic Planning,and Human Resource Management.
26. Apply Data Collection Techniques
27. Define the concept of "Quality Costs"
28. Define Benchmarking.
29. Define Process Management.
30. Apply TQM tools and process management techniques.
31. Use process improvement techniques, including check sheets and basic TQM tools: Flow Charts, Cause and Effect Diagrams, Histograms, Pareto charts, Scatter diagrams, PERT charts, Run Charts and Control charts.
32. Collect Data and Construct/Interpret charts.
33. Describe the concept of project management.
34. Explain the methodology of "Business Results"
35. Evaluate TQM case studies.
36. Describe how a case study illustrates the TQM Philosophy.
37. Illustrate how a case study applied specific TQM tools, concepts and topics.
38. **INSTRUCTOR EXPECTATION OF STUDENTS IN CLASS**
39. **TEXT AND SUPPLEMENTARY MATERIALS USED IN THE COURSE**
40. **REFERENCES**
41. **METHODS OF INSTRUCTION AND EVALUATION**
42. **ATTENDANCE REQUIREMENTS**
43. **COURSE OUTLINE**