Date Prepared: July 5, 2000

**COURSE OUTLINE**

___ New  _X_ Revised  Effective Date: August 22, 2000

1. **COURSE PREFIX NUMBER**: BUS 209  **CREDIT HOURS**: 3

2. **COURSE TITLE**: Continuous Quality Improvement

3. **PREREQUISITES**: None

4. **COURSE DESCRIPTION**: Presents the different philosophies in Quality Control. Introduces students to Process Improvement, Team Development, Consensus Building, and Problem-Solving Strategies. Identifies methods for Process Improvement in manufacturing and service organizations, which includes Statistical Process Control when used in the quality control function of business and industry. Lecture 3 hours per week.

5. **CONTENT**: (Major Headings)

   a. Fundamentals of quality management
   b. Effective problem solving tools
   c. Quality Improvement procedures
   d. Team problem solving

6. **GENERAL COURSE OBJECTIVES**:

   Upon successful completion of the course, the student will be able to

   a. Understand quality fundamentals
   b. Explain quality improvement systems
   c. Show how to use teams to Improve quality
   d. Provide statistical tools for problem solving