COURSE OUTLINE

New
Revised

Effective Date: August 22, 2000

1. COURSE PREFIX NUMBER: BUS 208  
   CREDIT HOURS: 3

2. COURSE TITLE: Quality and Productivity Management

3. PREREQUISITES: None

4. COURSE DESCRIPTION: Focuses on the key quality improvement concepts regarding products and services, customers and suppliers, and systems and processes that make quality a part of the work life of an organization. Emphasizes the role of teams, including team meeting skills and techniques, and a variety of quality improvement tools, such as flowcharts, run charts, Pareto diagrams, cause and effect diagrams, evaluation matrices, and implementation road maps. Lecture 3 hours per week.

5. CONTENT: (Major Headings)
   a. Overview of quality and productivity management
   b. The role of teams in quality and productivity management
   c. Team meeting skills and techniques
   d. Key quality improvement concepts, including products and services, customers and suppliers, systems and processes, quality characteristics and indications, variation, and data collection
   e. Quality improvement tools including data analysis tools, evaluation matrices and implementation roadmaps

6. GENERAL COURSE OBJECTIVES:

   Upon successful completion of the course, the student will be able to
   a. Explain the basics of quality and productivity management.
   b. Demonstrate proficiency with quality improvement tools and techniques.
   c. Develop, prepare and present a quality improvement project.