



## COURSE OUTLINE: SCM206 - TOT QUALITY MGMT

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Approved: Sherri Smith, Chair, Natural Environment, Business, Design and Culinary

<b>Course Code: Title</b>	SCM206: TOTAL QUALITY MANAGEMENT
<b>Program Number: Name</b>	2180: SUPPLY CHAIN MANAGEM
<b>Department:</b>	BUSINESS/ACCOUNTING PROGRAMS
<b>Academic Year:</b>	2022-2023
<b>Course Description:</b>	This course considers total quality management principles, practices, and techniques, and the relationship to manufacturing and competitive strategies.
<b>Total Credits:</b>	3
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	42
<b>Prerequisites:</b>	There are no pre-requisites for this course.
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>2180 - SUPPLY CHAIN MANAGEM</b>
<b>Please refer to program web page for a complete listing of program outcomes where applicable.</b>	VLO 4 Use risk mitigation tools and strategies to inform supply chain management decisions.
	VLO 6 Contribute to the strategic planning and scheduling of material requirements, resource allocation and inventory for efficient production and fulfillment of customer orders and returns.
	VLO 8 Contribute to the identification and management of continuous improvements to functions and processes within and between supply chains.
<b>Essential Employability Skills (EES) addressed in this course:</b>	EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
	EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
	EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
<b>Course Evaluation:</b>	Passing Grade: 50%, D
	A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
<b>Other Course Evaluation &amp; Assessment Requirements:</b>	Learning Activities: Lectures, required readings, seminars, case studies, papers, class discussion and problem-solving, podcasts, videos, content expert presentations Assignments: All assignments are due on the applicable date at the beginning of class. Assignments are to be submitted via the Learning Management System (LMS). Late Assignments: Late assignments will not be accepted. There are no make-up (additional) assignments and submission deadlines are adhered to in this course. If you have extenuating circumstances, please advise the Professor.



Missed Tests / Exams: There are no make-up (additional) opportunities for exams or missed tests / quizzes. If you have extenuating circumstances, please advise the Professor.

**Books and Required Resources:**

Quality and Performance Excellence: Management, Organization, and Strategy by James R. Evans  
 Publisher: Cengage Learning Edition: 11th  
 ISBN: 9780357442036

**Course Outcomes and Learning Objectives:**

<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
Understand the concepts of total quality management.	1.1 Understand the modern principles of total quality management. 1.2 Explain the Baldrige Framework for Performance Excellence. 1.3 Understand ISO 9000:2000 and its requirements and application . 1.4 Describe the principles of Six Sigma.
<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
Utilize tools and techniques of quality design and control, and quality improvement.	2.1 Know when to use quality function deployment, failure, mode and effects analysis and poka-yoke. 2.2 Recognize the importance and the use of statistical thinking and statistical process control. 2.3 Understand kaizen, the Deming Cycle, Six Sigma DMAIC, lean thinking. 2.4 Know the Seven QC tools and when/how to apply them. 2.5 Understand how benchmarking, reengineering and creativity all pertain to quality improvement.
<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
Discuss how organizational strategy, supply chain partnerships, teams, and employee buy-in facilitate total quality management.	3.1 Discuss quality-based strategic-planning processes and strategic work-design activities. 3.2 Know the importance of quality within the customer-supplier relationships. 3.3 Be able to discuss the importance of teams in TQ and the various types of teams found in high performance environments. 3.4 Understand the importance of employee engagement, empowerment and motivation.
<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
Understand how to make total quality a continuous improvement process through leadership and organizational change.	4.1 Be able to describe the roles of a quality leader. 4.2 Understand the relationship between organizational change and learning. 4.3 Describe organizational culture and approaches for sustaining performance excellence in the long run.

**Evaluation Process and Grading System:**

<b>Evaluation Type</b>	<b>Evaluation Weight</b>
Final Exam	20%
In class participation and quizzes	35%



	Individual Project	25%
	Mid-term Exam	20%

**Date:** February 27, 2023

**Addendum:** Please refer to the course outline addendum on the Learning Management System for further information.