

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY  
SAULT STE. MARIE, ON**



**COURSE OUTLINE**

**COURSE TITLE:** Quality Management Techniques

**CODE NO.:** IND-105 **SEMESTER:** Winter 2

**PROGRAM:** General Education - Work and the Economy

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**DATE:** 2001 12 18 **PREVIOUS OUTLINE DATED:** 2000 12 22

**APPROVED:** \_\_\_\_\_  
**DEAN** **DATE**

**TOTAL CREDITS 3**

**PREREQUISITE(S):** General Admission Requirements into a diploma program at an Ontario college or by special permission of the professor

**LENGTH OF COURSE: 16 weeks TOTAL CREDIT HOURS: 48**

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*For additional information, please contact Kitty DeRosario, School of Trades and Technology, (705) 759-2554, Ext.642.*

Quality Management Techniques

IND-105

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**I. COURSE DESCRIPTION:** This course is designed to introduce the participant to various industrial and business techniques employed today and in the future as a result of changing business structures, the demand for quality, their impact on society people and profit. The student will upon completion appreciate the changes that these methodologies have brought about not only in the working world, but also in society in general. In order to prepare the student for changes in an educational experience and "on the job" learning, various topic areas will be explored to promote life long learning. The student shall recognize that each topic area could easily be a course on its own, that this course is designed only to put the various topic areas in perspective and relationship. The law and ethical issues surrounding the workplace of today and their impacts on the working world is vital knowledge in preparing the student for future careers and career changes. This course will also allow the student the opportunity to learn, practice and demonstrate a number of the generic skill requirements as outlined in the provincial generic skill learning outcomes documents.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**  
(Generic Skills Learning Outcomes placement on the course outline will be determined and communicated at a later date.)

Upon successful completion of this course, the student will demonstrate the ability to:

- 1) Define the various types of organizational structures utilized within business and industry and how they have evolved.

Potential Elements of the Performance:

- understand the different types of company ownership
- discuss the elements that influence a firm's organizational structure
- describe specialization and departmentalization as the building blocks of organizational structure
- distinguish between responsibility and authority and explain the differences in decision making in centralized and decentralized organizations
- explain the differences between functional, divisional, and international organization structures
- define the informal organization and explain its importance

This outcome constitutes 14% of the course.

Quality Management Techniques

IND-105

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COURSE NAME

---

CODE NO.

- 2) Demonstrate that they are capable of chairing a meeting following accepted business culture practices.

Potential Elements of the Performance:

- role-play various types of meetings with different management styles
- address some common misconceptions and complaints
- utilize various communication styles
- trouble-shoot problems that arise at meetings
- use brainstorming techniques during a mock meeting
- develop other problem solving techniques
- apply techniques to help deal with difficult people and problem situations
- employ Robert's Rules of Order in a meeting situation

This outcome constitutes 14% of the course.

- 3) Define the various departments within an organization and the role of the department relative to the structure of the corporation and the effect that information technologies have on interrelationships.

Potential Elements of the Performance:

- explain the different levels of management
- define the various departments and explain their roles in the organization
- describe the process in preparing for a management position
- discuss the importance of job satisfaction and employee morale and summarize their roles in human relations in the workplace
- rationalize the use of technology in technological trades
- realize and practice the uses of computerized advancements in our world today

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COURSE NAME

---

CODE NO.

- 4) Define management/employee/union relationships in terms of contracts, grievance procedures and employee representation.

Potential Elements of the Performance:

- describe the common terms and definitions used in contracts
- list and describe the basic contract documents, plans and specifications
- list and different types of contracts
- discuss the rules of interpreting a contract
- discuss the conditions for the legal termination of a contract
- discuss the importance of wages and salaries, incentives, and benefits programs in attracting and keeping skilled workers
- describe the major laws governing labour-management relations
- identify the steps in collective bargaining process
- outline the grievance procedure and employee representation

This outcome constitutes 10% of the course.

- 5) Demonstrate the ability to use a variety of Quality Management tools applied to processes and organizations.

Potential Elements of the Performance:

- discuss the history of project management
- list project goals and aspirations
- describe basic project management philosophies
- describe the basic need for and principles of scheduling

This outcome constitutes 10% of the course.

- 6) Understand the impact of WHMIS in the workplace

Potential Elements of the Performance:

- explain the importance of the Occupational Health & Safety Act
- detail the history and the background of WHMIS legislation
- comprehend the use of symbols and proper labelling procedures
- utilize MSDS in product packaging
- explain health hazards in the workplace
- detail procedures for spill control and material disposal

This outcome constitutes 20% of the course.

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COURSE NAME

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CODE NO.

- 7) Identify various Quality Control Methods and Philosophies used in Industry today.

Potential Elements of the Performance:

- Understand the Kaisen Philosophy
- identify the various levels of ISO 9000
- list the step to Total Quality Management
- utilize S.P.C. to determine process capability

This outcome constitutes 18% of the course

**III. TOPICS:**

- 1) Organizational Structure
- 2) Managing Meetings
- 3) Departmental Structures
- 4) Management/Employee/Union Relationships
- 5) Quality Management
- 6) Occupational Health and Safety and Workplace Hazardous Materials Information System
- 7) Quality Control Systems and Philosophies used in Industry

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Business Essentials, Canadian Second Edition, Prentice Hall

Binder, paper, pens

COURSE NAME

CODE NO.

**V. EVALUATION PROCESS/GRADING SYSTEM**

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.75
B	70 – 79%	3.00
C	60 – 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade – limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see Policies & Procedures Manual - Deferred Grades and Make-up).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has been impossible for the faculty member to report grades.	

**EVALUATION:**

Quizzes/tests	35%
Assignments	35%
Attendance/Participation	30%

**Assignments:**

Assignments must be keyed/typed and handed by the due date assigned. Late assignments will receive a grade of zero except in the case where the student has experienced extreme extenuating circumstances and has contacted the professor **prior** to the due date.

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COURSE NAME

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CODE NO.

**VI. SPECIAL NOTES:**

- Special Needs  
If you are a student with special needs (eg. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the instructor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, 491 so that support services can be arranged for you.
- Retention of Course Outlines  
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.
- Course Modification  
The instructor reserves the right to modify the course as deemed necessary to meet the needs of students.
- Disclaimer for Meeting the Needs of the Learners
- Substitute Course Information is available at the Registrar's Office.

**VII. PRIOR LEARNING ASSESSMENT**

Students who wish to apply for advanced credit in the course should consult the instructor. Credit for prior learning will be given upon successful completion of the following: