



COURSE OUTLINE: SCM206 - TOT QUALITY MGMT

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Approved: Martha Irwin, Dean, Business and Information Technology

Course Code: Title	SCM206: TOTAL QUALITY MANAGEMENT
Program Number: Name	2180: SUPPLY CHAIN MANAGEM
Department:	BUSINESS/ACCOUNTING PROGRAMS
Academic Year:	2024-2025
Course Description:	This course considers total quality management principles, practices, and techniques, and the relationship to manufacturing and competitive strategies.
Total Credits:	3
Hours/Week:	3
Total Hours:	42
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course:	2180 - SUPPLY CHAIN MANAGEM
Please refer to program web page for a complete listing of program outcomes where applicable.	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.
Essential Employability Skills (EES) addressed in this course:	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.
Course Evaluation:	Passing Grade: 50%, D
	A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Other Course Evaluation & Assessment Requirements:	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

Quality and Performance Excellence: Management, Organization, and Strategy by James R. Evans
 Publisher: Cengage Learning Edition: 11th
 ISBN: 9780357118252
 Ebook

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Examine the concepts of total quality management.	1.1 Explore the modern principles of total quality management. 1.2 Explain the Baldrige Framework for Performance Excellence. 1.3 Assess ISO 9000:2000 and its requirements and application. 1.4 Illustrate the principles of Six Sigma.
Course Outcome 2	Learning Objectives for Course Outcome 2
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 Explore kaizen, the Deming Cycle, Six Sigma DMAIC, lean thinking. 2.4 Know the Seven QC tools and when/how to apply them. 2.5 Demonstrate how benchmarking, reengineering and creativity all pertain to quality improvement.
Course Outcome 3	Learning Objectives for Course Outcome 3
Illustrate how organizational strategy, supply chain partnerships, teams, and employee buy-in facilitate total quality management.	3.1 Examine quality-based strategic-planning processes and strategic work-design activities. 3.2 Demonstrate the importance of quality within the customer-supplier relationships. 3.3 Argue the importance of teams in TQ and the various types of teams found in high performance environments. 3.4 Analyze the importance of employee engagement, empowerment and motivation.
Course Outcome 4	Learning Objectives for Course Outcome 4
Analyze how to make total quality a continuous improvement process through leadership and organizational change.	4.1 Validate the roles of a quality leader. 4.2 Analyze the relationship between organizational change and learning. 4.3 Explore organizational culture and approaches for sustaining performance excellence in the long run.

Evaluation Process and

Evaluation Type	Evaluation Weight
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Grading System:

Final Exam	20%
In class participation and quizzes	35%
Individual Project	25%
Mid-term Exam	20%

Date:

June 14, 2024

Addendum:

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

