

SAULT STE. MARIE, ON

COURSE OUTLINE

COURSE TITLE: _____ Quality Management Techniques

CODE NO.: Nb1Q-T _____ SEMESTER: _____ Any offered.

PROGRAM: _____ General Education - Work and the Economy _____

AUTHOR: _____ Greg White _____

DATE: **Fall '95** PREVIOUS OUTLINE DATED: _____ **None**

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. _____

L PHELOSOPHY/GOALS: _____ 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 memodologies have brought about not only in the working world but in society in general, hi order to better prepare the student for changes in a 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 mis 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. _____

H. STUDENT PERFORMANCE OBJECTIVES (LEARNING OUTCOMES):

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. _____
- 2) _____ demonstrate that they are capable of chairing a meeting following accepted business culture practices. _____
- 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. _____
- 4) _____ define the role of governments and their agencies/ministries and how they impact on business, industry and entrepreneurs. _____
- 5) _____ define management/employee/union relationships in terms of contracts, grievance procedures and employee representation. _____
- 6) _____ Demonstrate the ability to use a variety of Quality Management tools applied to processes and organizations. _____

7)_____Define management's responsibilities and involvement in:

- loss management
- labour relations
- stress management
- time management
- labour force equity programs
- labour force training programs
- motivational skills
- problem solving
- planning for growth
- physical layout and expansion
- C.I.M. technologies including J.I.T, E.L, T.Q.M. etc.

8)_____discuss using OACETT guidelines the ethical practices and procedures adopted in the workplace.

m. TOPICS TO BE COVERED:

Approximate Time Frames

- 1) Organization structures including sole proprietorship, public ownership, partnership, historical development, roles and responsibilities of Boards, senior and middle management. (weeks 1,2)
- 2) Protocol used in business (or any) meeting. (week 2,3)
- 3) Responsibilities of personnel, sales, marketing, finance, engineering, Q.C., Q.A, traffic, shipping, production control, manufacturing, purchasing, Health & Safety, and R & D departments (week 3,4,5)
- 4) various government agencies including, E.D.C.,O.S.D.O.,M.S.D H.R.C, F.B.D.B., I.A.P.A., Fednor etc (week 5,6)
- 5) contract implementation, grievance procedures, committee involvement employee relations, managing techniques (week 7,8)
- 6) S.P.C. techniques to define quality, Pareto analysis techniques, cause & effect diagrams, root cause analysis, process flow charts and histograms. (week 8,9,10)
- 7) various current issues relating to management, business and industry (weeks 10 thru14)
- 8) a preliminary discussion on the effects and implications of such Acts statutes mat para professionals and professionals are governed by. (weeks 14,15)

IV. LEARNING ACTIVITIES/REQUIRED RESOURCES

Topic/Unit - _____define the various types of organizational structures utilized within business and industry and how they have evolved._____

Teaming Activities:

- listen to presentation, participate in class discussion of various topic areas, reading assignment
- review case studies and report on demonstrated practices.

Resources;

- lecture notes, overheads, supplementary handouts, reference text(s) videos assigned

Topic/Unit - _____ demonstrate that they are capable of chairing a meeting following accepted business culture practices. _____

Learning Activities:

- listen to a lecture on "Robert's rules of Order"
- role play as chair, member, minute taker in discussions on other topic areas throughout the course conducted as a business meeting.
- view various videos on topics within other course material for presentation.

Resources :

- Text - This meeting will come to Order
- various case studies from Canadian businesses
- lecture notes, overheads supplementary handouts

Topic/Unit - _____ 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. _____

learning Activities:

- as a business meeting discuss various case studies demonstrating various business structures and practices.
- develop a flow chart of areas of responsibilities for a typical business
- listen to presentation, participate in class discussion of various topic areas, reading assignment

Resources;

- various case studies from Canadian businesses as determined by instructor
- lecture notes, periodicals, newspapers, overheads, supplementary handouts

Topic/Unit - _____ define the role of governments and their agencies/ministries and how they impact on business, industry and entrepreneurs. _____

Learning Activities:

- listen to presentation, participate in class discussion of various topic areas, reading assignment
- research, interview and report on a particular agency to the class

Resources ;

- lecture notes, periodicals, newspapers, overheads, supplementary handouts
- actual local, provincial and federal agencies material, and interviews
- various reference text, catalogues, pamphlets, videos.

Topic/Unit - _____ define management/employee/union relationships in terms of contracts, grievance procedures and employee representation _____

Learning Activities:

- role playing exercises and panel discussion
- case studies and classroom discussion
- listen to presentation, participate in class discussion of various topic areas, reading assignment

Resources :

- various case studies from Canadian businesses
- lecture notes, overheads supplementary handouts

Topic/Unit - _____ Demonstrate the ability to use a variety of Quality Management tools applied to processes and organizations _____

Learning Activities:

- classroom lectures based on OCAP manual
- view OCAP videos
- participate in role play and case studies and exercises

Resources :

- OCAP Basic Statistical Process Control manual and accompanying videos
- lecture notes, overheads and supplementary handouts

Topic/Unit - _____ Define management's responsibilities and involvement in various current issues _____

Learning Activities:

- student research project and presentation
- listen to fellow students' projects on specific topic areas

Resources:

- to be determined by the student in consultation with his/her instructor

It should be noted that this topic area will be delivered via student presentations, topic areas to be assigned or selected by week 2. A list of materials to be submitted by week 5, a project outline by the end of week 8, completed draft and presentation materials by week 11.

Note: All written material will be photocopied and distributed to the other students, thus copyright is required and must be obtained if you use material directly that does not belong to you.

Topic/Unit - _____ discuss using OACETT guidelines the ethical practices and procedures adopted in the workplace.

Learning Activities:

- listen to lecture by guest speaker (OACETT rep. or other)
- listen to presentation, participate in class discussion of various topic areas, reading assignment

Resources;

- The Professional Engineers Act, Revised Statutes of Ontario, 1990
- lecture notes, overheads supplementary handouts

V. EVALUATION METHODS: (INCLUDES ASSIGNMENTS, ATTENDANCE REQinREMENTS, ETC.)

A final grade will be given as a letter in accordance with the following percentage equivalent:

Grading System

- A+ : 95-100% Consistently Outstanding
- A : 85-94% Outstanding Achievement
- B : 75-84% Consistently Above Average Achievement
- C : 55-74% Satisfactory or Acceptable Achievement
- X = to carry over into next semester, given only for extreme circumstances.
- R = Repeat, did not- yet meet- all of the course requirements at this time.

A final grade will be derived as follows:

Test 1	= 10%
Test 2 (final)	= 15%
5 mini-quizzes random throughout semester	= 15%
Technical Report and presentation	= 30%
Written Assignment(s)	= 10%
Attendance including homework **	= 20%
	100%

HOSES

- A portion of the final grade is based on cooperation and ability. Regardless of a persons background or ability in order to work in an industrial or business environment requires the ability to work in harmony and with respect for your peers and supervisors. This attitude is measured and reflected either positively or negatively in your overall grade.
- Attendance is a measure not only of physical presence at an appointed hour but also a measure of your cooperation and attitude. Attendance is expected and will therefore be penalized by 1/2% for every hour missed or late without a valid and acceptable excuse. This 1/2% will be deducted from your overall grade.

VL 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:

- documentation from previous trainer (*academic or work experience*) OR
- successful completion with a minimum grade of 65% on an exam administered by the instructor of the course **OR**
- completion of two assignments or suitable portfolio covering course content

VH. REQUIRED STUDENT RESOURCES

Text: This Meeting will Come to Order (approx. \$ 4.50)
: The Professional Engineers Act, Revised Statutes of Ontario (approx. \$ 8.50)

Other material used in this course will be issued by your instructor, this material is a portion of various texts, books and periodicals or is produced by Sault College. As we use only a small portion of many different text, we have obtained copyright approval for the distributed martial.

NOTE: On any material you use in your written project(s) that requires copyright, you will be responsible for obtaining written permission.

You are expected to bring to class, your text, note book (three ring loose leaf binder) and writing materials.

Yin. ADDITIONAL RESOURCE MATERIALS AVAILABLE IN THE COLLEGE LIBRARY and elsewhere:

It must be noted that an extensive collection of resource materials exist are available in the school library (resource center), the public library as well as Algoma University and Shouldice library (Lake Superior State University) all of which you have access to.

In a course such as this, periodicals, trade magazines, manufacturer literature and the INTERNET may be your best sources for up to date and current information.

Your instructors are your best source of information and can provide you with direction of where to look for information on your particular discipline. Utilize them.

What follows is by no means an exhaustive list.

1. What they Don't Teach You at Harvard Business School, by N. McCormack published by Bantam Books, Toronto

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2. The Sudbury Incident, by Southren, Frank published by York,
Toronto ISBN 0-920424-29-5
3. The Gulf Handbook, published by Trade and travel
Publications Bath, England ISBN 0-900751-11-8

Available in the Book Store:

4. Organizing Business Meetings, by Berezowsky, Joyce
published by Falken, Edmonton ISBN 09691503-0
5. Robert's Rules of Order published by Bantam books
6. The Language of Argument, by MacDonald, Daniel published by
Harper Collins
7. The One Minute Manger, Blanchard, Kenneth published by
York
8. An introduction to Canadian Business, by Archer, Fourth
Edition published by McGraw Hill Ryerson
9. Quality Control, by Besterfield, David published by
Prentice Hall ISBN 0-13-745100-8

Periodical Section (MAGAZINES, ARTICLES)

Canadian Machinery and Metalworking
Business Week
Canadian Business Magazine
Sales and marketing Management

Audiovisual Section (FILMS, FILMSTRIPS, TRANSPARENCIES)

Available through your instructor and the A/V dept. Sault
College:

call number	litis.
C2011	Upgrading, Retraining & Changing Jobs
C671	Business Studies, Everybody's Business
C1025	Business Ownership
C909	Contract Law
C923	Economics
C82	Megatrends
C1008	Emergency Management Training Videos
C1056	Training Tomorrow's Managers Today
C603	Managing Change
C701	People, People, People
C882	Project Management
C19	The Human Problems of Management
C1014	Japan: Why Does Trade Occur

K. SPECIAL NOTES

Students with special needs (e.g.. physical limitations, visual impairments, hearing impairments, learning disabilities) are encouraged to discuss required accommodations confidentially with the instructor.

Your instructor reserves the right to modify the course as he/she deems necessary to meet the needs of students.