

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



Sault College

**COURSE OUTLINE**

**COURSE TITLE:** Quality Management Techniques  
**CODE NO. :** IND-105 **SEMESTER:** 02  
**PROGRAM:** Mechanical Techniques  
**AUTHOR:** Tim Candido - Revised by Dennis Clement-Socchia  
**DATE:** Dec 2003 **PREVIOUS OUTLINE DATED:** Dec 2001  
**APPROVED:**

	_____	_____
	<b>DEAN</b>	<b>DATE</b>

**TOTAL CREDITS:** 03  
**PREREQUISITE(S):** Community College Admission Requirements  
**HOURS/WEEK:** 3

**Copyright ©2003 The Sault College of Applied Arts & Technology**  
*Reproduction of this document by any means, in whole or in part, without prior written permission of Sault College of Applied Arts & Technology is prohibited.*  
*For additional information, please contact Colin, Kirkwood, Dean*  
*School of Technology, Skilled Trades & Natural Resources*  
*(705) 759-2554, Ext. 688*

**COURSE DESCRIPTION:****I.**

This course is designed to introduce the participant to various industrial and business techniques that may be employed today and possibly in the future as a result of changing business structures, the demand for quality as well as their impact upon society and profit.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

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

2. Describe how to chair a meeting that follows the accepted business cultural practices.

Potential Elements of the Performance:

- describe / role play various types of meetings using different management styles
- address some common misconceptions and complaints
- utilize various communication styles
- trouble-shoot problems that arise at meetings
- use brainstorming techniques
- 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

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
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
5. Describe the use of Quality Management tools as 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

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

**III. TOPICS:**

1. Organizational Structure
2. Managing Meetings
3. Departmental Structures
4. Management / Employee / Union Relationships
5. Quality Management
6. Occupational Health & Safety / WHMIS
7. Quality Control Systems and Philosophies used in Industry

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

- Text “ Business Essentials , Canadian Edition, Prentice Hall
- Binder c/w Lined Paper
- Blue or Black Ink Pen

**V. EVALUATION PROCESS/GRADING SYSTEM:**

The final course grade will be calculated using the following weighted factors

- Tests / Quizzes                      45 %
- Assignments                            30 %
- Attendance / Participation        25 %

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

<b>Grade</b>	<b><u>Definition</u></b>	<b><i>Grade Point Equivalent</i></b>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

## **VI. SPECIAL NOTES:**

### Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 493 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 postsecondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

*<include any other special notes appropriate to your course>*

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

**VIII. DIRECT CREDIT TRANSFERS:**

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.