

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ON

COURSE OUTLINE

COURSE TITLE: \_\_\_\_\_ Industrial Supervision \_\_\_\_\_

CODE NO.: \_\_\_\_\_ MCK - 233 \_\_\_\_\_ SEMESTER: \_\_\_\_\_ J&FT^e\* F<TIA2. <

PROGRAM: \_\_\_\_\_ Mechanical Engineering Technician - Machining \_\_\_\_\_

AUTHOR; \_\_\_\_\_ Greg White \_\_\_\_\_

DATE: January 6 '95\_ PREVIOUS OUTLINE DATED: March '92  
[Ind. Org. MCH-240)

APPROVED: Q^f (^L^^ZO^ J?JT -x> / - / <D

Industrial\_\_Supers isior.  
COURSE NAME

MCU-233  
CODE NO.

TOTAL CREDITS THREE

PREREQUISITE(S):\_\_Successful completion of ENG-105 or  
equivalent

### I. PHILOSOPHY/GOALS:

This course will introduce the participant to an array of the various topic areas which they will experience later on in their career. The student will be introduced to management areas which impact on people, profit, business and industry.

Upon successful completion of the program the student will be familiar with the various ^types of organizational structures, methods, styles and techniques. She/he can use this exposure and knowledge base in the future to determine wh<=>re valuable tir° would be best spent.

The student should recognize that each topic area could easily be a course on its own, that this course is designed to rut the variou? toc^ c areas in oersoective and relationship.

The intent of this practical course is to provide the student with a general overview of industrial organization so chat they will be familiar with the relationships within the various comDonenr.s. This knowledge is vital in preoarin^ the students for future -aree:/:-- in industrial organization.

In today's market, industry is demanding quality. To

be a basic introauccion to SrC incjuoiria defining quality, Pareto analysis, zause and effect diagrams and histogram SPC tools.

### II. STUDENT PERFORMANCE OBJECTIVES (OUTCOMES):

Upon successful completion of this course the student will:

- 1) UGIine management ' & respncsit'j.\*ity in the ncdith ana sarety  
•^r^a, unior./managw?nt relations, training and planning.
- c) \_\_\_\_i-<=>hiOi'iStrate the abixxty to use a variety of Quailty  
Man a ^orient tools a pel ied to proce sses and or " \*?. r.l z 2l ions.
- 3) \_\_\_\_Demonstrate that they =:re capable of chairing a meeting  
following accepted business culture and prartices.

- 4) \_\_\_\_\_ Define the various types of organization structures in business and industry nationally and internationally.
- 5) \_\_\_\_\_ Define the various departments within an industrial organization and the role of the department relative to the structure of the organization.
- 6) \_\_\_\_\_ Define union/management relationships in terms of contracts, grievance procedures and employee representation.
- 7) \_\_\_\_\_ Discuss the attributes and challenges of various computer integrated management/manufacturing ( C.I.M. ) technologies.
- 8) \_\_\_\_\_ Define management's role and responsibilities in today's business and industry.

**Hi . TOPICS TO BE COVERED:**

***Approximate Time Frames***

- 1) \_\_\_\_\_ WHIMIS training course, including lockouts, health and safety committees, government law. ( 1 week )
- 2) \_\_\_\_\_ 5.P.C. techniques to define quality, Pareto Analysis  
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. \i.stograms. t → ./V--A0 )
- 3) \_\_\_\_\_ protocol used in business meetings. ( 1 week )
- 4) \_\_\_\_\_ Organizational structures (i.e.. sole proprietorship, public ownership, partnerships ), Canadian business practices and procedures ( 2 weeks )
- 5) \_\_\_\_\_ responsibilities of personal, sales, marketing, finance, engineering, Q.C., Q.A., traffic, shipping, production control, manufacturing, purchasing, health and safety and F. & D departments. ( 2 weeks )
- 6) \_\_\_\_\_ contract implementation, grievance procedures, committee involvement, employee relations, management techniques. ( 2 weeks )

7) Modern management changes involving technologies in:

- J.T.T. ( Just in Time )
- E. I. ( Employee Involvement )
- T.Q.M, ( Total Quality Management ) - T.Q.C., S.P.C.
- Technologies ( CAD, CAM, CAPP, MRP, IR's, etc. )

( 2 weeks )

8) Management's responsibilities in

- loss management
- labour relations
- stress management
- time management
- labour force equity programs
- labour force training programs
- motivational skills
- problem solving skills
- planning for growth
- physical layout and expansion

( 2 weeks )

**IV. LEARNING ACTIVITIES/REQUIRED RESOURCES**

**Topic/Unit :**

WHIMIS training course, including lockouts, health and safety committees, government law.

**Learning Activities:**

- classroom lecture and discussion
- role playing

**Resources:**

- college and federal government WHIMIS training guide
- lecture notes, overheads, supplementary handouts

**Topic/Unit :**

2. Quality -

**Learning Activities:**

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

**Resources:**

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

**Topic/Unit ;**

protocol used in business meetings.

**Teaming Activities:**

- listen to lecture on "Robert's rules of Order"
- role play as chair, member, minute taker in discussions on other topic areas of 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 :**

Oroanizational structures.

**Learning Act!vities:**

- a5 ^ business meeting discuss various case studies demonstrating various business structures and practices.
- view various assigned videos
- discuss the "business section" of community and provincial newspapers.

**Resources:**

- Case studies as determined by the ir.rtr\*irtor
- various te;a, periodicals, newspapers, data bases
- lecture notes, overheads and supplementary handouts

**Topio/Unit :**

responsibilities of various departments within an organization.

**Learning Activities:**

- case studies
- teacher presentation
- group discussion and consensus
- quest speakers

**Resources:**

- various reference text, periodicals, trade magazines
- lecture notes, overheads and supplementary handouts

Union/management relations or employer/employee relations

**Learning Activities:**

- role playing
- panel discussion
- guest speakers
- reading assignments

**Resources:**

- instructor selected videos, case studies
- lecture notes, actual contract books

**Topic/Unit :**

Modern management changes involving technologies

**Learning Activities:**

- student self directed reports at business meetings
- reading assignments

**Resources:**

- case studies as determined by teacher

**Topic/Unit :**

Management's responsibilities

**Learning Activities:**

- student research project and presentation
- listen to fellow student projects on specific topic area

**Resources:**

- to be determined by the student in consultation with their instructor

It should be noted that this topic area will be delivered via student presentations, topic areas to be assigned or selected by the end of week two. A list of text and material to be submitted by week five, a project outline by the end of week eight, completed draft and presentation materials by week eleven.

Note 311 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.

# Industrial Supervision

COURSE NAME

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CODS NO.

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

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

A+	-	90 - 100%	A	-	80 - 89 %
B	=	70 - 79 %	C	-	55 - 69 %
X	=	to carry over into next semester given extreme circumstances			
R	=	did not meet course requirements at this time			

A final grade will be derived as follows:

### Tests

Test 1	=	15%
Test 2	=	15%
Test 3 (final)	=	20%

### Presentations

Two individual oral/report presentations	=	10%
Project presentation and submissions	=	15%

Attendance / participation ( SEE NOTES ) = 20%

### Notes:

Attendance/participation is a key component to successful completion of this course. Much of the material necessary to complete this course and your presentations will be discussed in class.

Attendance is a measure not only of physical presence at an appointed hour but should also measure your learning while attending as well as learning assigned, for that reason approximately 8 mini quizzes worth 5 ranks each will be administered throughout the course.

The mini-quizzes will be short answer and objective, usually given at the beginning of the class. The mid-term and final exams will be both essay and short answer. All reports and written material is expected to be typed, grammatically correct and with correct spelling.

## VI. 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 ).
- Successful completion with a minimum grade of 65% on an exam administered by the instructor of the course.
- Completion of two lab experiments and written reports to the standards adopted by the course.

VII. REQUIRED STUDENT RESOURCES

- Text - Technology of Machine Tools
- Basic OCAP SPC manual supplied by college

VIII. ADDITIONAL RESOURCE MATERIALS AVAILABLE IN THE COLLEGE LIBRARY:

Made in Japan: Akic Morito and Sony , by Morito Akio  
published by Dutton, New York

Canadian Occupation Health and Safety Handbook, abbr.. by  
Izum, Michael published by Nash, ref KE3365.N36

What they don't teach you at Harvard Business College, by N.  
McCormack published by Bantam books, Toronto

The Sudbury Incident, by Southern, Frank published by York  
ISBN 0-920404-29-5

The Gulf Handbook, published by trade and Travel  
"joli""5i""ir!c B^n.th# England

Others to be determined

Available in the Book Store "

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published by Michigan state University

Organi2ina Business Meetings, by Berezowsky, Joyce published  
oy Faiken, Edmonton ISBN 0-961503-8

Robert's Rules of Order published by Bantam Books.

The language of Argument, by McDonald, Daniel published by  
Harper Collins

The One Minute Manager, Blanchard, Kenneth published by Yorr:

Introduction to Canadian Business, by Archer, four  
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Quaiity Cntrol by Btoi-c. /i-\_d, ^avid ^^blished by Prentice  
Haj.1 ISBN 0-13-745100-0

Periodical Section (MAGAZINES, ARTICLES)

Canadian Machinery and Metalworking  
Business Week  
Canadian Business Magazine  
Sales and Marketing Management  
Various community and business papers

Audiovisual Section (FILMS, FILMSTRIPS, TRANSPARENCIES)

c2011	Upgrading, Retraining and Changing Jobs
c671	Business Studies, everybody's business
c!025	Business Ownership
c909	Contract law
c925	Economics
c82	Megatrends
cI00o	Emergency Management Training Videos
c!056	Training Tomorrow's Managers Today
c60C	Managing Change
c7G1	People, People, people
cl 9	The Human Problem of management
c882	Project Management
cl014	Japan: Why Does Trade Occur
	Various others available from instructor.

IX. 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.

REQUIREMENTS FOR SUCCESSFUL COMPLETION OF CHALLENGE PROCESS

A challenge process for this course can be made available to learners within a reasonable period of time following a learner's request.

