

# Bemidji State University

## TADT 4880: Total Quality Management

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: \*.\*

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

An overview of the current quality control management techniques including process capability, action research and the international standards organization (ISO 9000). Prerequisites: Junior status or consent of instructor.

**B. COURSE EFFECTIVE DATES:** 08/25/2014 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

1. Competitive Advantage & Strategic Management for Performance Excellence
2. Designing Organizations for Performance Excellence
3. Engagement, Empowerment, & Motivation
4. Frameworks for Quality & Performance Excellence
5. Introduction to Quality & Performance Excellence
6. Leadership for Performance Excellence
7. Performance Excellence & Organizational Change
8. Quality Teamwork
9. Quality in Customer-Supplier Relationships
10. Tools & Techniques for Quality Design & Control
11. Tools & Techniques for Quality Improvement

#### **D. LEARNING OUTCOMES (General)**

1. discuss relationships of quality with organizational models in management theory.
2. describe principles of statistical thinking as a basis for effective management.
3. describe the importance of quality in meeting customer expectations.
4. explain the concepts of quality and performance excellence.
5. provide a brief history of the "quality revolution".
6. demonstrate the importance of customer-supplier relationships.
7. identify the principles and practices of quality customer-supplier relationships.
8. discuss cost leadership, differentiation, and people as principal sources of competitive advantage.
9. understand the differences in scope, purpose, and philosophy of these frameworks.
10. describe quality in manufacturing, service, health care, education, and government.
11. explain the principles and practices of quality and performance excellence.
12. compare a quality-focused approach to customers and suppliers to conventional organizational theories.
13. explain the importance and scope of organizational change.
14. explain the importance of empowerment and principles of successful empowerment.
15. explore how organizations build a strong quality culture, sustain performance, and continually improve.

#### **E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

None

#### **F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

#### **G. SPECIAL INFORMATION**

None noted