

# Dakota County Technical College

## SMGT 2202: Quality Tool Box

### A. COURSE DESCRIPTION

Credits: 1

Lecture Hours/Week: 1

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Learn a systematic approach to continuous process improvement through the use of Quality Tools. Collect data and conduct in-depth analysis to identify improvement opportunities. Gain an understanding to basic project management for managing a process improvement project.

Prerequisites: None.

**B. COURSE EFFECTIVE DATES:** 01/07/2002 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

### D. LEARNING OUTCOMES (General)

1. compare vision and core values with the quality movement
2. construct Pareto charts
3. define quality
4. demonstrate group problem solving and decision making tools
5. describe the continuous improvement philosophy
6. design is/is not analysis
7. differentiate between design and redesign
8. explain the cost of poor quality
9. explain the customers role in determining quality
10. explain the evolution of the quality movement
11. identify barriers to quality
12. list investigative techniques
13. look for breakthrough opportunities
14. perform data charting
15. practice using the quality tools
16. sell continuous quality improvement to stakeholders

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

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

**G. SPECIAL INFORMATION**

None noted