

# Dakota County Technical College

## SMGT 1205: Total Quality Management

### A. COURSE DESCRIPTION

Credits: 4

Lecture Hours/Week: 4

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Learn how to integrate TQM into planning and project management, strategic management, process improvement, and how to modify an organizations behavior. Assess supervisor's roles and responsibilities related to quality including identifying and meeting customer's needs, applying tools and techniques for improving systems and processes, developing a quality training plan for work group members and enhancing work group commitment to continuous quality improvement. Prerequisites: None.

**B. COURSE EFFECTIVE DATES:** 01/13/2003 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

### D. LEARNING OUTCOMES (General)

1. assess quality from perspective of customer
2. describe the human side of quality
3. explain role of quality all levels of organization
4. link quality to common management tasks
5. theorize on future of quality
6. understand meaning of "quality revolution" and it's roots
7. use problem solving tools

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

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

### G. SPECIAL INFORMATION

None noted