

# Dakota County Technical College

## SMGT 1206: Quality Management

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Learn how to integrate quality management concepts into planning and project management, strategic management, process improvement and how to impact organizational efficiency and effectiveness. Assess supervisors roles and responsibilities related to quality including identifying and meeting customer needs, applying problem solving tools and techniques for improving systems and processes and making quality decisions. Develop a quality training plan for work group members and enhancing work group commitment to continuous quality improvement.

**B. COURSE EFFECTIVE DATES:** 08/26/2013 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

### D. LEARNING OUTCOMES (General)

1. Basic understanding of the principles and foundation of the Six Sigma, Lean and Kaizen
2. Describe the human side of quality.
3. Explain the role of quality in all levels of the organization.
4. Gain comprehensive and practical knowledge on tools that will help you better understand how to gather and analyze data, drill down to understand root cause.
5. Learn and improve skills for working with and leading teams as well as capitalizing on team dynamics and consensus building.
6. Learn how to achieve real results in your business and projects by applying a correct understanding of quality on a daily basis.
7. Learn how to optimize your current role by integrating quality management tools and techniques and creative problem solving skills into your business and personal life for planning, project management, strategic management, and specific or company-wide process improvement.
8. Learn to apply problem solving tools and techniques that drive quality decisions.
9. Theorize on the future of quality.
10. Understand the meaning of the 'quality revolution' and its roots.
11. Use these skills to help drive organizational change as you learn to identify and prioritize customer needs.

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

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

**G. SPECIAL INFORMATION**

None noted