

PALOMAR COLLEGE
COURSE OUTLINE OF RECORD FOR
DEGREE CREDIT COURSE

X Transfer Course X A.A. Degree applicable course
(check all that apply)

COURSE NUMBER AND TITLE: QAT 100 Quality Assurance Concepts/TQM

UNIT VALUE: 3

MINIMUM NUMBER OF SEMESTER HOURS: 48

BASIC SKILLS REQUIREMENTS: Appropriate language and computational skills.

ENTRANCE REQUIREMENTS

PREREQUISITE: None.

COREQUISITE: None.

RECOMMENDED PREPARATION: None.

SCOPE OF COURSE:

Designed to present the total quality control functional concepts and techniques as presently used by industry. CSU

SPECIFIC COURSE OBJECTIVES:

Students will be able to:

1. Explain the importance of Total Quality Management and the methods companies use to maintain quality standards.
2. Describe the approach to quality management efforts in global and domestic organizations.
3. Describe the process of organizing and managing the quality function.
4. Identify and describe the uses of total quality tools for problem solving and decision-making activities.
5. Identify and describe the appropriate uses of intrinsic and extrinsic motivational tools.
6. Define and apply the concepts of strategic management as they apply to planning and execution of total quality management, ethics, quality culture, customer satisfaction and retention, employee empowerment, leadership and change initiatives.
7. As part of a continuous improvement program, write a plan that proposes a solution to a work related problem.

CONTENT IN TERMS OF SPECIFIC BODY OF KNOWLEDGE:

- I. Introduction to Total Quality Management and the quality approach
 - A. TQM; a working definition
 - B. History of the quality movement
 - 1. The work of W. Edward Deming and J.M. Juran
 - 2. Other leaders in the quality movement
 - C. Global quality standards
- II. Managing the quality function
 - A. Current industrial practices
 - B. Organizational issues
 - C. Leadership, team building, and teamwork
- III. Tools for problem solving and decision making
 - A. Identifying quality tools
 - B. Assessing the effectiveness of quality tools
 - D. Problem solving programs and tools
- IV. Quality tools for employee motivation
 - A. Identifying and assessing tools for motivation
 - B. Intrinsic and extrinsic motivational tools
 - C. Implementation considerations
 - 1. Cost
 - 2. Cultural
- V. Creating a total quality workforce
 - A. Productivity
 - B. Task organizing teams
 - 1. Diversity issues
 - 2. Skill assessment
 - C. Using quality circles
 - D. Communication, interpersonal relations, conflict management
- VI. Strategic management plans
 - A. Definition
 - B. Planning and execution
 - C. Ethics
 - D. Quality culture
 - E. Customer satisfaction and retention
- VII. Continuous improvement plans
 - A. Plan characteristics
 - B. Implementation schedules
 - C. Benchmarking
 - D. Just-in-time-manufacturing

REQUIRED READING:

Davis, Stanley B., and David L. Goetsch. Quality Management. 3rd edition. Upper Saddle River, NJ: Prentice Hall, 2000.

SUGGESTED READING:

Ishikawa, Kaorv. Guide To Quality Control. 2nd edition. White Plains: Quality Resources, 1986.

REQUIRED WRITING:

A written report of Quality Assurance problems at the student's present employment will be presented orally. This will include recommendations on how to solve the company's problem(s). Recommendations will be one paragraph in length.

OUTSIDE ASSIGNMENTS:

Students are expected to spend a minimum of three hours per unit per week in class and on outside assignments, prorated for short-term classes.

Read textbook assignments. Study lecture notes. Research and prepare an oral report. Prepare recommendations.

INSTRUCTIONAL METHODOLOGY:

Check all that apply:

- lecture
- laboratory
- lecture-laboratory combination
- directed study

DISTANCE LEARNING:

This course may be offered as a distance learning course and meets Title 5 regulations 55370, 55372, 55374, 55376, 55378, and 55380.

Yes No

If yes, check all that apply:

- Television Course (Video one-way, e.g. ITV, video cassette, etc.)
- Online Course (Text one-way, e.g. newspaper, correspondence, electronic file, etc.)
- Two-Way Video Conferencing (Two-way interactive video and audio)
- One-Way Video Conferencing (One-way interactive video and two-way interactive audio)
- Computer Assisted Instruction (A specialized form of mediated instruction relying primarily on student access to information and prepared lessons or teaching materials through a computer terminal, but not under immediate supervision of a qualified instructor.)

GRADING POLICY AND STANDARDS (include methods of determining whether the stated objectives have been met by students):

10% = Participation	A = 100 - 92
20% = Quizzes	B = 91 - 80
10% = Oral presentation/Recommendations	C = 79 - 70
25% = Midterm	D = 69 - 65
35% = Final exam	F = 64 and below
100%	

IS COURSE REPEATABLE FOR REASON(S) OTHER THAN DEFICIENT GRADE?

Yes No Number of times course may be taken for credit: 1

If yes, identify specific provision of Title 5 Division 2 section(s), 55761-55763 and 58161 which qualifies course as repeatable:

CONTACT PERSON: Director, Vocational Programs, Ext. 2286

SIGNATURES:

SIGNATURES ON FILE