

## FLORIDA STATE COLLEGE AT JACKSONVILLE

## COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER:	MAN 2043
COURSE TITLE:	Quality Management
PREREQUISITE(S):	None
COREQUISITE(S):	None
CREDIT HOURS:	3
CONTACT HOURS/WEEK:	3
CONTACT HOUR BREAKDOWN:	
Lecture/Discussion:	3
Laboratory:	
Other _____:	
FACULTY WORKLOAD POINTS:	3
STANDARDIZED CLASS SIZE ALLOCATION:	35
CATALOG COURSE DESCRIPTION:	
<p>This course will be examined as a comprehensive managerial responsibility. The various philosophies, concepts, practices and methods of quality management are studied and evaluated using a broad and integrated approach including case studies.</p>	
SUGGESTED TEXT(S):	<p><u>Business Process Improvement Wrokbook</u>, Harrington, Esseling, Nimwegen. McGraw-Hill, Latest Edition</p> <p><u>Quality Management</u>, Bruce Brocka and M. Suzanne Brocka, Business One, Irwin Publishers, Latest edition</p>
IMPLEMENTATION DATE:	Winter Term, 1994 (942)
REVIEW OR MODIFICATION DATE:	<p>Fall Term, 2002 (20031)</p> <p>Fall Term, 2008, (20091) - Outline Review 2007</p>

COURSE TOPICS	<u>CONTACT HOURS PER TOPIC</u>
I. Introduction and Foundation	10
A. Quality Management Defined (2)	
1. Principles	
2. Concepts	
B. Need for Quality Management (2)	
1. Lessons from History	
2. Modern Forces	
3. Global Competition	
4. Technological Change	
5. Social Forces	
C. Primary Elements (3)	
1. Organizational Vision	
2. Barrier Removal	
3. Communication	
4. Evaluation	
5. Quality Improvement	
6. Customer and Vendor Involvement	
7. Empowering and Training the Employee	
D. Implementation (3)	
1. Process	
2. Models	
II. History and Philosophies	6
A. Philip Crosby (1)	
B. W. Edwards Deming (2)	
C. Kaoru Ishikawa (1)	
D. Joseph M. Juran (1)	
E. Other Quality Masters (1)	
III. Dynamics	8
A. Management Orientation (3)	
1. Corporate Culture	
2. Leadership Styles	
3. Change Management	
B. Employee Empowerment (5)	
1. Motivation	
2. Team Building	
3. Employee Commitment	
4. Performance Management	

## COURSE TOPICS (CONTINUED)

CONTACT HOURS  
PER TOPIC

IV. Tools and Techniques		15
A. Organizational	(3)	
1. Cause and Effect		
2. Data Collection		
3. Data Presentation		
4. Work Flow Analysis		
B. Planning	(3)	
1. Deming's Plan-Do-Check-Act Cycle		
2. Force Field Analysis		
3. Goal Setting		
C. Self Examination	(3)	
1. Auditing		
2. Benchmarking		
3. Fool proofing		
4. Cost of Quality		
D. Group Techniques	(3)	
1. Brainstorming		
2. Delphi Technique		
3. Quality Circles		
4. Customer Oriented Culture		
E. Additional Tools	(3)	
V. Methods and Practices - Case Studies (For Example: Baldrige Award Winners)		6

PROGRAM TITLE: Business Administration and Management

COURSE TITLE: Quality Management

CIP NUMBER: 0506.049901

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

04.0 PERFORM COMMUNICATION ACTIVITIES -- The student will be able to:

- 04.01 Follow oral and written instructions.
- 04.02 Compose business correspondence and related documents.
- 04.03 Prepare, outline, and deliver a short oral presentation.
- 04.04 Participate in a group discussion as a member and as a leader.
- 04.05 Obtain appropriate information from graphics, maps, or signs.
- 04.06 Locate and record information retrieved from written resources including current business periodicals.
- 04.10 Spell and define words, including business terminology.

05.0 DEVELOP HUMAN RELATIONS SKILLS -- The student will be able to:

- 05.01 Demonstrate appropriate work habits.
- 05.02 Identify traits that promote good human relations and increase job performance.
- 05.03 Analyze and develop written solutions to behavior problems affecting job performance.

09.0 DEVELOP LEADERSHIP SKILLS -- The student will be able to:

- 09.01 Prepare an agenda.
- 09.02 Demonstrate the ability to conduct an orderly meeting.
- 09.03 Greet and introduce individuals.

11.0 PERFORM DECISION MAKING ACTIVITIES -- The student will be able to:

- 11.01 List the steps in problem solving
- 11.02 Demonstrate the ability to determine the proper priority of work.
- 11.04 Choose appropriate action in situations requiring application of business ethics.
- 11.05 Choose appropriate action in situations requiring following a chain of command.
- 11.06 Choose appropriate action in situations requiring effective time management.
- 11.07 Identify ways to assign work to others.

12.0 IDENTIFY, CLASSIFY, AND DEMONSTRATE MANAGEMENT ACTIVITIES -- The student will be able to:

- 12.01 Identify the correct definition of management.
- 12.02 Identify management positions of styles.
- 12.03 Identify the major functions of management.

LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S):            TITLES(S):

- 12.04    *Classify activities as part of the planning function of management.*
- 12.05    *Classify activities as part of the organizing function of management.*
- 12.06    *Classify activities as part of the staffing function of management.*
- 12.07    *Classify activities as part of the directing function of management.*
- 12.08    *Classify activities as part of the controlling function of management.*
- 12.09    *Distinguish among management functions.*
- 12.10    *Demonstrate a knowledge of the relationship between authority and responsibility to task accomplishment.*
- 12.11    *Select the most effective communication systems.*
- 12.12    *Identify problems and make an appropriate decision.*



*NOTE: Use either the Tab key or mouse click to move from field to field. The box will expand to accommodate your entry.*

<b>Section 1</b>	<b>SEMESTER CREDIT HOURS (CC):</b> _____
<b>COURSE PREFIX AND NUMBER:</b> _____	<b>CONTACT HOURS (NCC):</b> _____
<b>COURSE TITLE:</b> _____	

**Section 2**  
**TYPE OF COURSE: (Click on the box to check all that apply)**

<input type="checkbox"/> AA Elective	<input type="checkbox"/> AS Required Professional Course	<input type="checkbox"/> College Prep
<input type="checkbox"/> AS Professional Elective	<input type="checkbox"/> AAS Required Professional Course	<input type="checkbox"/> Technical Certificate
<input type="checkbox"/> Other _____	<input type="checkbox"/> PSAV	<input type="checkbox"/> Apprenticeship
<input type="checkbox"/> General Education: (For General Education courses, you must also complete Section 3 and Section 7)		

**Section 3 (If applicable)**  
**INDICATE BELOW THE DISCIPLINE AREA FOR GENERAL EDUCATION COURSES:**

<input type="checkbox"/> Communications	<input type="checkbox"/> Social & Behavioral Sciences	<input type="checkbox"/> Mathematics
<input type="checkbox"/> Natural Sciences	<input type="checkbox"/> Humanities	

**Section 4**  
**INTELLECTUAL COMPETENCIES:**

<input type="checkbox"/> Reading	<input type="checkbox"/> Speaking	<input type="checkbox"/> Critical Analysis	<input type="checkbox"/> Quantitative Skills	<input type="checkbox"/> Scientific Method of Inquiry
<input type="checkbox"/> Writing	<input type="checkbox"/> Listening	<input type="checkbox"/> Information Literacy	<input type="checkbox"/> Ethical Judgment	<input type="checkbox"/> Working Collaboratively

	LEARNING OUTCOMES	METHOD OF ASSESSMENT
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**Section 6**  
 Name of Person Completing This Form: \_\_\_\_\_ Date: \_\_\_\_\_