

COURSE SYLLABUS
Southeast Missouri State University

Department of Industrial & Engineering Technology

Course No: IM-602

Title of Course: Advanced Quality Concepts

New: Spring 2000

- I. Catalog Description and Credit Hours of Course: The role(s) and application of quality concepts to modern industrial organizations. The design, development and application of a quality system and its' impact on organizational productivity, culture, and employee roles will be covered (3 credit hours).
- II. Prerequisite (s): Graduate Student Status, IM-411 or Permission of Instructor
- III. Purpose or Objectives of the course: Upon completion of this course, the student should be able to:
 - A. display leadership, communication, and critical thinking skills necessary for quality environments.
 - B. rationalize a diverse set of quality philosophies, both national and international.
 - C. analyze and apply various quality system techniques in private enterprise.
 - D. outline strategic management techniques to develop quality assurance systems.
- IV. Expectations of Students:
 - A. Class attendance and participation are strongly encouraged.
 - B. Students are required to read the assigned chapters for discussion.
 - C. Students are required to research relevant topics and compose well-documented and properly referenced reports.
 - D. Students will complete all assignments in a timely fashion.
- V. Course Content or Outline (Weeks): At least one week of class time will be given to each of the following topics:
 - A. Total Quality Management (TQM) - 1
 - B. JIT - 2

- C. Quality Tools - 3
 - D. Bench Marking - 4
 - E. Statistical Process Control (SPC) - 5
 - F. ISO/QS 9000 - 6-8
 - G. Quality Function Deployment - 9
 - H. Design for Manufacturability - 10
 - I. Team Building - 11-12
 - J. Implementation of TQM - 13
 - K. Quality Management and Culture - 14
 - L. Quality Ethics - 15
 - M. Final Exam - 16
- VI. Textbook (s) and/or Other Required Materials or Equipment:
- Goetsch, D. L. & Davis, S. B. (2000) Quality Management: Introduction to Total Quality Management for Production, Processing, and Services (3rd ed.).
- VII. Basis for Student Evaluation: Students' evaluations are based upon the following:
- A. Written Exams (50%)
 - B. Projects (30%)
 - C. Papers, Presentations, other assignments (20%)
 - D. Grading scale:
 - 1. 90 – 100 = A
 - 2. 80 – 89 = B
 - 3. 70 – 79 = C
 - 4. Below 70% = F
- VIII. Disabilities Statement: If you have special needs addressed by the Americans with Disabilities Act and need course materials in an alternative format, notify your course instructor immediately. Reasonable efforts will be made to accommodate your special needs.