

University of Arkansas - Fort Smith
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General Syllabus

PRFS 4033 Consensus Building and Continuous Improvement

Credit Hours: 3

Lecture Hours: 3

Laboratory Hours: 0

Prerequisite: Consent of department head.

Effective: Summer I 2012

I. Course Information

A. Catalog Description

Examines the elements of managing a business enterprise through development of a culture of quality, competitiveness and customer focus utilizing teamwork, empowerment and the appropriate application of the tools of continuous improvement.

B. Additional Information

The course will utilize a variety of interactive software and management styles, which empower employees to take an active role to work for better quality and greater productivity in the workplace. The course will permit the learner to analyze data, review workplace practices regarding shared information and team-building goals. The learner will be encouraged to create management models and best-practice operational scenarios that reflect employee empowerment and real-world concepts to work as team members to improve the product or service for the customer. Emphasis will be placed on skills of supervision, management of materials and communications, and material processing. Personnel associated with the flow of work and worker productivity will be encouraged to apply concepts in the workplace. Course activities will include making observations, gathering data, applying information to management models and creating the architecture of management to lead others in the workplace.

II. Student Learning Outcomes

A. Subject Matter

Upon successful completion of this course, the student will be able to:

1. Identify management variables that are associated with positive management styles where employees have valued input.
2. Apply theoretical management strategies that will establish, permit and grow the employee involvement and consensus toward the achievement of corporate goals and missions established by the company.
3. Select appropriate management information and data to develop continuous improvement plan.
4. Develop a strategy for continuous improvement that incorporates consensus building and improved performance at a business or industry.
5. Make assessments and determine the variables of process and production capability.

B. University Learning Outcomes

This course enhances student abilities in the following areas:

Analytical Skills

Critical Thinking Skills - Students will use critical thinking skills to identify problems/issues and develop solutions/analysis. Students will analyze readings, observations, data and other related conditions, and texts for meaning and apply literary concepts to texts.

Communication Skills (written and oral)

Students will communicate proficiently in discussion, writing, and listening. Students will compose management models and discuss best-practice operational scenarios

Ethical Decision Making-

Apply theoretical management strategies in a way that recognizes the ethical issues at play and the stakeholders affected by those issues.

Global & Cultural Perspectives

Students will be exposed to a diversity of works, theories, and viewpoints. Students will reflect upon cultural differences and their implications for interacting with people from cultures other than their own. Students will demonstrate how their discipline impacts or is impacted by different cultures.

III. Major Course Topics

- A. The psychological and social environment of the workplace.
- B. Best-practice leadership training.
- C. Effective consensus building strategies for the workplace.
- D. Long-range plans and establishing goals and missions.
- E. Continuous improvement tools: PERT and Gantt charts.