University of Arkansas - Fort Smith
5210 Grand Avenue
P. O. Box 3649
Fort Smith, AR 72913-3649
479-788-7000

General Syllabus

PRFS 4433 Quality Systems

Credit Hours: 3   Lecture Hours: 3   Laboratory Hours: 0

Prerequisite: Consent of department head

Effective: 2021-2022

I. **Course Information**

A. **Catalog Description**
Management philosophies, methods for employee empowerment, appropriate communication applications, and optimization of productivity are examined from the manager's perspective while maintaining a customer-driven focus for the work enterprise.

II. **Student Learning Outcomes**

A. **Subject Matter**
Upon successful completion of this course, the student will be able to:

1. Select and support the quality systems principles that would be best used for specific personnel and environmental control issues in the workplace.
2. Develop plans to implement quality principles that will permit growth toward achieving corporate missions and goals.
3. Select strategies for management training and make available information and data resources that permit employee and management acceptance of quality principles.
4. Propose appropriate performance measurement tools to evaluate an organization.
5. Develop measurement and evaluation instruments to assess the level of acceptance for using quality principles to determine the variables of process and production capability.

B. **University Learning Outcomes**

This course enhances student abilities in the following areas:

Analytical Skills
Quantitative Reasoning
The student will apply mathematics skills to solve problems related to course concepts.

Communication Skills (written and oral)
The student will express ideas and concepts through descriptive writing assignments.

Ethical Decision Making
The student will evaluate competing needs of the organization and the consumer to identify and solve ethical dilemmas.

III.   **Major Course Topics**

A. Psychological and Social Environment of the Workplace
B. Best-Practice Leadership Training
C. Method Integration For Leading and Coaching In the Workplace
D. Long-Range Plans That Identify Goals and Missions
E. Implementation Plans, PERT, and Gantt Charts