

University of Arkansas - Fort Smith
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General Syllabus

WFL 1173 Total Quality Essentials

Credit Hours: 3 Lecture Hours: 3 Laboratory or other types of Hours: 0

Prerequisite(s): None

Prerequisite(s) or Corequisite(s): None

Corequisite(s): None

Effective Catalog: 2020-2021

I. Course Information

A. Catalog Description

Total Quality essentials focuses on three main concepts: the foundation principles of quality management; tools and techniques to drive and support design, control, and improvement of quality; and the organizational view of performance excellence. Quality is relevant and important for today's students and future business leaders, as well as those already in the workforce.

B. Additional Information - None

II. Student Learning Outcomes

A. Subject Matter

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

1. Describe the history of quality management from ancient societies to present.
2. Analyze the evolution of quality management systems.
3. Evaluate the impact of change and change management on quality improvement and understand how to facilitate change in organizations.
4. Describe the components of quality management; quality control, quality improvement, and quality planning.
5. Analyze how systems function and the effects of common cause or special cause variation on those systems.
6. Calculate process capability.
7. Recognize the most common quality management systems.
8. Demonstrate the ability to use cause and effect diagrams, process maps, customer maps, histograms, Pareto analysis, and force field analysis.

9. Demonstrate the ability to research a topic and effectively communicate that research to a group using reporting techniques and presentation skills.
10. Demonstrate the effective use of Microsoft Excel as an information management tool.

B. University Learning Outcomes

This course enhances student abilities in the following areas:

Analytical Skills

Critical Thinking - Students will observe and isolate complex challenges, and then develop and deliver sound arguments to address workplace quality challenges.

Quantitative Reasoning - Students will develop assessments, collect data, analyze data, and make recommendations to improve efficiencies in the workplace using principles associated with Lean Six Sigma.

Ethical Decision Making

Students will recognize and analyze a variety of work-related ethical challenges encountered in a variety of organizational settings.

Communication Skills (written and oral)

Students will communicate effectively in both written and verbal settings. Students will create technical documents including visual aids for presentations that are appropriate for numerous work environments.

III. Major Course Topics

- A. Principles of Quality
- B. Tools and Techniques for Quality
- C. Beyond Quality Management: Managing for Performance Excellence Change