# Minnesota State University Moorhead

# OM 482: Quality Management

## A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: 0

OJT Hours/Week: *.*

Prerequisites:
MATH 234 - Introduction to Probability and Statistics

Corequisites: None

MnTC Goals: None

Focusing on expanded managerial philosophies and techniques of quality control including the comprehensive treatment of quality management and control issues. This course provides practical applications of management theory by balancing managerial and technical material.

## B. COURSE EFFECTIVE DATES: 02/02/2016 - Present

## C. OUTLINE OF MAJOR CONTENT AREAS

1. Global quality and quality standards
2. The voice of the customer and the market
3. Quality in product and process design
4. Designing quality services, managing supplier quality in the supply chain
5. The tools of quality and implementing quality
6. Statistically based quality improvement for variables
7. Six sigma management and tools
8. Different perspectives on quality
9. Quality theory

## D. LEARNING OUTCOMES (General)

1. Identify traits of an organization committed to quality.
2. Understand the role of quality.
3. Understand the various quality Theories.
4. Understand quality standard models.
5. Identify components of quality.
6. Define the processes leading to manufacturing quality products.
7. Explain the role of purchasing in quality.
8. Explain the role of sales in quality.
9. Explain the consequences of poor quality.
10. Generalize how quality becomes part of a product.
11. Explain how quality impacts processes.
12. Perform benchmarking activities.
13. Analyze and create a quality function deployment model.
14. Develop a ServQual model.
15. Develop a supplier quality program.
16. Understand the 7 basic tool of quality.
17. Develop and analyze control charts for variables and attributes.
18. Define the external customers relationship to quality.
19. Define the internal customers relationship to quality.
20. Explain the role of engineering in quality.
21. Identify steps leading to quality product designs.
22. Explain the role of production in quality.
23. Develop a design of experiment model.
24. Understand a six sigma process.
25. Know  the leading authors in quality management.
26. Develop basic economic quality level model.

## E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

## F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

## G. SPECIAL INFORMATION

None noted