

Glassboro State College Senate Curriculum Committee

Approval Form

Proposal Title: Quality Management

Sponsor(s) John Lee Dept.: Management Ext. 1417
Ben Smith

Check one: Course Specialization Concentration Minor Achievement Certificate
 Certification Program Major Program Minor Change (please name deletion or credit/title/catalog change)

Undergraduate Graduate Credit Hours

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|--|--|--|
| <p>Step 1 (Department)</p> <p><input type="checkbox"/> Approved _____ Date</p> <p><input type="checkbox"/> Not Approved _____ Date</p> <p><u>John Lee</u> Dept. CC Chairperson</p> <p><input type="checkbox"/> Reviewed _____ Date</p> <p>_____ Dept. Chairperson</p> | <p>Step 2 (Receipt)</p> <p><input checked="" type="checkbox"/> SCC# <u>009-000-10</u></p> <p>Proposal Received _____ Date</p> <p><u>Ben Smith</u> SCC Chairperson</p> | <p>Step 3 (School CC)</p> <p>Reviewed <u>Nov 24, 1992</u></p> <p><input checked="" type="checkbox"/> Approved <input type="checkbox"/> Not Approved</p> <p>Comments:</p> <p><u>Guaranteed</u> School Curr Comm Chairperson</p> |
|--|--|--|

Step 4 (Academic Dean) **Comments:**

Recommend Not Recommend Conditionally Recommend (see comments)

Reviewed 1/14/93 Date

2

_____ Signature, Dean of School

Step 5 (SCC)

Open Hearing 1/14/93 Date Approved by Senate Curriculum Committee _____ Date

Returned to sponsor(s) for the following reasons:
Minor change in special activities

Step 6 (Senate)

Presented to Senate 2/4/94 Date Approved Not Approved

Notification to Executive Vice-President/Provost 4/1/94 Date

_____ Signature SCC Chairperson

Step 7 (Executive V.P./Provost)

Received 4/24/94
Date

Approved Yes No

If no, reasons are as follows:

Student credit hours 3

Faculty load hours 2

Equalized credit hours _____

Official copy and approval sheet filed _____
Date

[Signature]
Signature, Executive Vice-President/Provost

Registrar

Approved course description received 13 May 94
Date

Hegis Taxonomy and Course Number assigned 0506.404

[Signature]
Signature, Registrar

13 May 94
Date

Notification forwarded:

- Senate Curriculum Committee Chairperson
- Department Chairperson(s)
- Academic Dean(s)
- Registrar
- Sponsor(s)

NEW COURSE PROPOSAL

1. DETAILS

- a. Course Title: **QUALITY MANAGEMENT**
- b. Sponsor : Dr. Robert Lynch and Dr. Jooh Lee
Department of Management / MIS
- c. Course Level: Undergraduate (senior level) /-
- d. Credit Hours: 3 credit hours
- e. Curricular Effect:
Required of Business students specializing
in Industrial Management Track.
Elective for other Business Major students.
- f. Prerequisites: Operations Management (0506.305)
- g. Suggested time and scale of Implementation:
One section to be offered in each semester
with the first offering in the Fall of 1994.
- h. Adequacy of Resources: Present resources are adequate.

2. RATIONALE

Quality has become a top priority for a myriad of business firms to achieve and maintain competitive positions in today's global market place. Quality management is much more than traditional quality control(Q.C.) and is an all encompassing perspective of operations in a business organization. In fact, the goal of quality management is not only to make judgements concerning the quality of the product and services, but also to enable the producer to take necessary steps to improve quality throughout all operational processes.

The need to accomplish these goals has become a major concern to practitioners and academics alike. The reason for this need may include the recognition that management's ability to create an atmosphere of distinctive competencies for a business organization can be a powerful competitive weapon for its sustained growth.

Accordingly, our students in business should be equipped with a comprehensive understanding of the concepts, principles, and techniques of quality management. A fundamental knowledge of quality management is a prerequisite for success in today's business world.

3. ESSENCE OF THE COURSE

a. The objectives of the course:

This course is designed to provide business students with a sound understanding of the principles and techniques of quality management and operational control which is the most significant corporate leverage point in determining the long-term success or failure of any organization. Primary attention of this course will be directed toward introducing the fundamentals of quality management and continuous improvement with an emphasis on the practical application to business. Through this course, students will be able to grasp overall understanding of (1) the strategic role of quality management, (2) strategic integration of a quality program into operations, (3) statistical tools for quality management, and (4) technical and managerial issues in implementing quality management.

b. Topical outline / Contents

- * Quality systems in a business organization.
 - The importance of quality in production and service systems
 - The function of quality in Operations Management
 - Quality, Productivity, Strategic planning and The customer focus
 - Quality cost analysis / Productivity improvement

- * Managerial perspectives of Quality management
 - Quality management philosophies
 - Planning for quality operations
 - Organizing and controlling for quality
 - Human resources management for quality
 - Employee Involvement and Participative Management
 - Total Quality Management (TQM)

- * Technical perspectives of Quality
 - Statistical methods in Quality Assurance
 - Quality of Design and Performance
(Quality in product and process design)
 - Quality and Reliability
 - Inspection and Measurement
 - Quality of Conformance

- * Quality Improvement and Problem solving
 - Quality analysis
 - Problem solving in quality management
 - Program for quality improvement
 - Quality control tools for operational improvement
(Flow charts, Pareto analysis, Fishbone diagram, etc.)
 - Computers in quality management
 - Quality management in Services
 - The Taguchi approach
 - Current trends in quality management
 - Awards for quality improvement

c. Evaluation and grading of Course:

The exact system for course evaluation and grading would be at the discretion of the individual instructor. However, some mix of the standard criteria would be expected (i.e., test, completion of project or case study, class discussion).

d. Course evaluation:

Traditional evaluation methods would be applied to this course.

4. CONSULTATION

The needs of this course have been discussed and reviewed through Management/MIS departmental regular meetings since the Spring of 1993. The course proposal with a specific outline has been developed in discussion with members of the Management/MIS department and has been approved. The Management/MIS department faculty is unanimous in its decision to require management majors to take this course as a part of the required curriculum.

CATALOG DESCRIPTION

QUALITY MANAGEMENT AND CONTROL (3 s.h.)

Prerequisite: 0506.305 Operations Management

This course is designed to acquaint students with a fundamental knowledge of the principles and techniques of quality management and operational control. Emphasis will be given to systems and the function of quality, technical methods and tools used in quality management, quality improvement and problem solving, and managerial issues of quality management as a new paradigm. Practical application with actual case studies for both product- and service-oriented fields will be provided.

Suggested Hegis/course # : 0506.430



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School of Business Administration
Department of Management and Management Information Systems

April 7, 1994

TO: Dr. Mary Putman
Chair of Curriculum Committee

FROM: Dr. Jooh Lee

RE: Submission of Final Revision of New Course
Proposal (Quality Management)

This is a final revision of new course proposal (which has already been approved subject to revision) by Senate Curriculum Committee.

Please forward this course proposal to the Senate and Executive Vice President/Provost.

Attachment

! SENATE

APR 11 1994

RECEIVED