



MASTER COURSE OUTLINE

A. SMGT 1200 Quality and Productivity Improvement

B. COURSE DESCRIPTION:

This course introduces students to processes that can be utilized to improve the quality of products and services, as well as productivity and profitability. An overview of quality and productivity fundamentals and key quality improvement tools and techniques are covered. Participants undertake a critical examination of personal and organizational management practices through the development of a quality improvement project.
(2 Cr – 2 lect, 0 lab)

C. *Core Theme: Critical Thinking

D. RIVERLAND INSTITUTIONAL LEARNING OUTCOMES:

This course addresses the following Riverland Institutional Learning Outcome(s):

- ☒ ILO 1: critical thinking (*Core Theme Goal 2*)
- ☐ ILO 2: awareness of the larger global community (*Core Theme Goal 7 or 8*)
- ☐ ILO 3: ethical, engaged citizenship (*Core Theme Goal 9 or Goal 10*)
- ☐ ILO 4: communication and collaboration (*Discipline Goal 1 and by any learning outcome(s) involving communication or collaboration*)

E. MAJOR CONTENT AREAS:

- Improved productivity
- Increased profitability
- Quality improvement
- Strategic planning

F. GOAL TYPES, OBJECTIVES, AND OUTCOMES:

<u>GOAL</u>	<u>OBJECTIVES</u>	<u>OUTCOMES</u>
	Students will be able to	The student will successfully
* <u>Critical Thinking</u>	analyze the logical connections among the facts, goals and implicit assumptions relevant to a problem or claim; generate and evaluate implications that follow from them.	1. conduct historical review of quality innovations.

<u>CS</u>	define quality improvement.	1. identify and develop working definitions of quality management and related processes.
<u>CS</u>	examine total quality management and recognize quality standards and systems.	1. research an organization's quality management practices.
<u>CS</u>	review history of the quality movement and its leading innovators.	1. outline and chart progression of the quality movement.
<u>CS</u>	understand the need for the change and the organizational roles in that change.	1. identify and explain how to form a quality improvement team and address a quality issue.
<u>CS</u>	understand the costs of poor quality and quality improvement.	1. examine and explain the costs of poor quality and the costs of quality improvement.
<u>CS</u>	analyze qualitative and quantitative control and improvement tools and techniques.	1. utilize tools in developing quality goals and improvement.
<u>CS</u>	understand internal and external customers vital to an improvement process.	1. identify and explain a quality improvement team and address an actual or fabricated quality issue.
<u>CS</u>	understand the strategic planning process.	1. outline and explain the strategic planning process.
<u>CS</u>	understand the differences between systems approach tools and measurements such as audits and surveys.	1. explain the differences between audits and surveys.

G. SPECIAL INFORMATION:

This course may require use of the Internet, the submission of electronically prepared documents and the use of a course management software program. Students who have a disability and need accommodations should contact Accessibility Services at the beginning of the semester. This information will be made available in alternative format, such as Braille, large print, or current media, upon request.

H. COURSE CODING INFORMATION:

Course Code A/Class Maximum 48; Letter Grade

Revision date: 04/20/11; 09/01/16; 04/02/26

AASC Approval date: 09/20/16; 05/12/26

*These five MnTC Goals have been identified as Riverland Community College Core Themes. Every course in the Riverland Community College curriculum shall meet outcomes from one of these themes.

**These five MnTC Goals have been identified as Riverland Community College Disciplines. Riverland's MnTC courses also shall meet outcomes from a Discipline Area.

NOTE: The Minnesota Transfer Curriculum “10 Goal Areas of Emphasis” are reflected in the five required discipline areas and five core themes noted in the Riverland Community College program of study guide and/or college catalog.

*Riverland Community College Core Themes	MnTC Goal Number
Critical Thinking (CT)	2
Human Diversity (HD)	7A, 7B, 7A/B
Global Perspective (GP)	8
Ethical and Civic Responsibility (EC)	9
People and the Environment (PE)	10

**Riverland Community College Discipline Areas	MnTC Goal Number
Communication (CM)	1
Natural Sciences (NS)	3
Mathematics/Logical Reasoning (MA)	4
History and the Social & Behavioral Sciences (SS)	5
Humanities and Fine Arts (HU)	6