

Bossier Parish Community College
Master Syllabus

Course Prefix and Number: OGPT 210

Credits: 3-3-0

Course Title: Introduction to Quality Management for Process Technology

Course Prerequisite: None

Textbook(s): Center for the Advancement of Process Technology (CAPT). Process Quality Pearson, 2010. ISBN: 9780137004096

Course Description: Overview of Total Quality Management (TQM) and how the application of TQM techniques achieves customer satisfaction, continuous improvement, and employee involvement. Topics covered include the use of statistics in quality and possible improvement strategies. The use of process of root cause analysis and its impact. Dealing with customers and management systems and overview of quality cost. Lean organizing, enterprise resource planning, forecasting, inventory management, value stream mapping, and continuous improvement curriculum is also included.

Learning Outcomes:

At the end of the course, the student will:

- A. demonstrate familiarization with the process and procedures of how to obtain and prosper customer satisfaction, and be able to maintain a continuous improvement of quality services and products;
- B. determine and be able assess employee roles and duties within the company's framework, and understand and recognize the skill set required for those positions;
- C. described and understand the process hazard recognition in the company's operations, management of safety, and management of change procedures, training and metrics for those employees within their respective job duties;
- D. know the procurement procedures, resource planning, inventory requisition and management in regards to the company's assets and products or services; and

Course Objectives:

To achieve the learning outcomes, the student will or will be able to:

(The letter designations at the end of each statement refer to the learning outcome(s).)

1. define and identify variability concepts, and process capability based on statistical trends, causes, processes and distribution; (A)
2. describe and identify control charts and quality tools that are related to the customer and implement improvements; (B, C)
3. identify and be proactive in utilizing designed experiments for root cause analysis to impact customer quality by gathering data to identify problems; (C, D)
4. be familiar with Six Sigma and its methodology for total quality management; (C, D)
5. understand the importance and value of teams and effective management systems that impact quality reliability planning, LEAN objectives and quality cost. (E)

Course Requirements: Complete all homework assignments, in-class equipment exercises, lecture tests, and final exams.

Course Grading Scale:

90% to 100%	= A
80% to < 90%	= B
70% to < 80%	= C
60% to < 70%	= D
< 60%	= F

Attendance Policy: The college attendance policy is available at <http://catalog.bpcc.edu/content.php?catoid=5&navoid=369>

Course Fees: None

Nondiscrimination Statement: Bossier Parish Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

Title VI, Section 504, and ADA Coordinator

Angie Cao, Manager

Career Services, F-254

6220 East Texas Street

Bossier City, LA 71111

Phone: 318-678-6511

Email: acao@bpcc.edu

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Equity/Compliance Coordinator

Teri Bashara, Director of Human Resources

Human Resources Office, A-105

6220 East Texas Street

Bossier City, LA 71111

Phone: 318-678-6056

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends