

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 quality planning, human resources and development and training, process management, quality and operation metrics, factors contributing to successful/unsuccessful implementation of TQM programs. 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
- E. describe common techniques and procedures used in obtaining value, company's goals, economic viability, and successful growth within the industry recognition of such.

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 the industry's approved practices and procedures for customer relations and industry's popular business models; (A)
2. describe and identify the employee's job duties and responsibilities as per his/her respective position with the company's framework of services; (B, C)
3. identify and be proactive to any potential unsafe hazards and/or operations that may be detrimental to the employee and company services. Be aware of, and knowledge of regulations and recommended practices that may be associated with the employee/company services; (C, D)

4. be familiar with and know the proper procurement operations and procedures as to materials, and services the company may need or require to perform their respective service, along with any formal documentation procedures that may be required in reference to the specific function being performed by the employee and/or company's services; (C, D) and
5. identify, participate, and practice, the industry's values, goals, economic principals, to be able to obtain successful company growth and performance goals. (E)

Course Requirements: Complete all homework assignments, in-class equipment exercises, lecture tests, and final exams. Grade determined from assignment sheets, quizzes, labs, unit tests, and final exams. (Grades are adjusted based on point values of all the test that are given during the semester)

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://www.bpcc.edu/catalog/current/academicpolicies.html>

Course Fees: This course is accompanied with an additional fee for supplemental materials.

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.

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