

BUSN412

STUDENT WARNING: This course syllabus is from a previous semester archive and serves only as a preparatory reference. Please use this syllabus as a reference only until the professor opens the classroom and you have access to the updated course syllabus. Please do NOT purchase any books or start any work based on this syllabus; this syllabus may NOT be the one that your individual instructor uses for a course that has not yet started. If you need to verify course textbooks, please refer to the online course description through your student portal. This syllabus is proprietary material of APUS.

Course Summary

Course : BUSN412 **Title :** Quality Management Systems

Length of Course : 8

Prerequisites : N/A **Credit Hours :** 3

Description

Course Description: This course examines quality management and views quality as a systematic process leading to customer satisfaction. The course covers methodologies that will aid managers in implementing and assuring an organization's quality system is effectively meeting the organization's business goals.

Course Scope:

BUSN 412 is an interactive course designed to help students achieve a greater understanding of the methods and models of quality management. The skills, tools and methodologies needed to model, analyze, optimize, and define total quality and its elements. This course also explains the effects of quality management of domestic and global competition by determining the role of continuous improvement in strategic planning. It incorporates how to use customer satisfaction measurements to enhance quality planning by analyzing processes for quality improvement. Define total quality and its elements.

Objectives

The successful student will fulfill the following learning objectives:

- LO1. Define total quality and its elements.
 - LO2. Explain the effects of quality management on domestic and global competition.
 - LO3. Determine the role of continuous improvement in strategic planning.
 - LO4. Explain how to use customer satisfaction measurements to enhance quality planning.
 - LO5. Analyze processes for quality improvement.
 - LO6. Utilize quality management tools to present data.
 - LO7. Explain reduce variation in total quality management.
 - LO8. Determine models and methodologies to use for organizational process improvement.
 - LO9. Analyze the practical applications of a quality management system in organizations.
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Outline

Week 1: Introduction to Total Quality

Topic(s)

Introduction to Total Quality

Learning Objective(s)

LO 1. Define total quality and its elements.

LO 2. Explain the effects of quality management on domestic and global competition

Learning Materials

Required resources for your course are provided in a course eReserve. Please click here (<https://apus.libguides.com/er.php>), enter your course number in the 'Search for course eReserves' box, click Go, and then select the course when it appears below the search box. Information included in LibAnswers (<https://apus.libanswers.com/>) provides download and print options for offline reading of Library ebooks.

[Quality Management - Read Chapters 1-3](#)

Week 1 Lesson

Activities and Assessments

Week 1 Introduction Forum

Week 1 Assignment (Navigate to the Assignments via the link in the navigation panel on the left side of the screen)

Week 2: Leadership & Strategy in Quality Management

Topic(s)

Strategic Management and Corporate Responsibility

Learning Objective(s)

LO 1. Identify the strategic management planning

LO 2. Analyze competitive advantage

LO 3. Apply quality management ethics

Learning Materials

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[Quality Management - Read Chapters 7,8,12](#)

Week 2 Lesson

Activities and Assessments

Week 2 Discussion Forum

Week #2 Assignment (Navigate to the Assignments via the link at the left)

Week 3: Customers, Vendors, Employees, and other Influences on a Quality Program

Topic(s)

Optimization of Partnering and Strategic Alliances

Learning Objective(s)

LO 1. Identify business partnership alliance

LO 2. Analyze strategic Alliances

LO 4. Identify various business partners

Learning Materials

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[Quality Management - Read Chapters 6,10,11](#)

Week 3 Lesson

Activities and Assessments

Week 3 Discussion Forum

Week #3 Assignment (Navigate to the Assignments via the link at the left)

Week 4: Quality Management Systems

Topic(s)

ISO 9000 and Total Quality Analysis

Learning Objective(s)

LO 1. Identify international business and product standards

LO 2. Identify the objective of the ISO

LO 3. Analyze and utilize the benefits of ISO 9000

Learning Materials

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- [What is a Quality System?](#)
- [Quality Management Systems](#)
- [The purpose of a Quality Management System](#)
- [ISO9001 Training](#)

Week 4 Lesson

Activities and Assessments

Week 4 Discussion Forum

Week #4 Midterm Assignment (Navigate to the Assignments via the link at the left)

Week 5: Quality Techniques & Tools used in Manufacturing Industries

Topic(s)

Quality Techniques & Tools

Learning Objective(s)

LO 1. Identify various quality control tools

LO 2. Identify various quality control techniques

LO 3. Analyze management problems and management's role in tool deployment

Learning Materials

Required resources for your course are provided in a course eReserve. Please click here (<https://apus.libguides.com/er.php>), enter your course number in the 'Search for course eReserves' box, click Go, and then select the course when it appears below the search box. Information included in LibAnswers (<https://apus.libanswers.com/>) provides download and print options for offline reading of Library ebooks.

- [The seven basic quality tools for process improvement](#)
- [Tools and techniques for Quality management in manufacturing industries](#)
- [Basic tools in Quality Control](#)

Week 5 Lesson

Activities and Assessments

Week 5 Discussion Forum

Week #5 Assignment (Navigate to the Assignments via the link at the left)

Week 6: Quality Techniques & Tools used in Service Industries

Topic(s)

Problem Solving & Decision Making

Quality Function Deployment

Learning Objective(s)

LO 1. Identify problems

LO 2. Select appropriate quality techniques to solve a variety of business problems

LO 3. Analyze and apply the decision making

LO 4. Identify and apply benefits of QFD

Learning Materials

Required resources for your course are provided in a course eReserve. Please click here (<https://apus.libguides.com/er.php>), enter your course number in the 'Search for course eReserves' box, click Go, and then select the course when it appears below the search box. Information included in

LibAnswers (<https://apus.libanswers.com/>) provides download and print options for offline reading of Library ebooks.

- [Bureaucratic and quality control tools and techniques](#)
- [The role of quality practices in service organizations](#)
- [Customer Satisfaction and Service Quality](#)
- [Quality management Systems for Service Organizations](#)

Week 6 Lesson

Activities and Assessments

Week 6 Discussion Forum

Week #6 Assignment (Navigate to the Assignments via the link at the left)

Week 7: TQM, Six-sigma, & Lean Six-Sigma

Topic(s)

Optimizing & Controlling Process Through Statistical Process Control
Continued Improvement Methods with Six Sigma

Learning Objective(s)

- LO 1. Identify business problems that can be solved through statistically
- LO 2. Select and use statistical techniques to solve a variety of business problems.
- LO 3. Analyze and identify the rationale for continual improvement
- LO 4. Apply decision making techniques, concepts and methods.

Learning Materials

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- [An Overview of Lean Six-Sigma](#)
- [An overview of TQM through Case Studies](#)
- [Total quality management and Six-Sigma - Read Chapter 9 & 11](#)
- [Lean, Six-Sigma, Lean Six-Sigma: the differences](#)
- [An Overview of Six-Sigma](#)

Week 7 Lesson

Activities and Assessments

Week 7 Discussion Forum

Week #7 Assignment (Navigate to the Assignments via the link at the left)

Week 8: Service Quality

Topic(s)

Exam Week

Learning Objective(s)

Evaluate the learning objective of this course

Learning Materials

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- [Government Compliant Quality Control Systems \(Scan this PDF for context and a feel for contract quality control systems_Very Technical\)](#)
- [Military Standard: Quality Assurance Terms and Definitions - Scan this PDF for context and a feel for the standards_Very Technical](#)
- [Quality Management in the U.S. Military: An Overview and a Case Study](#)
- [The 455th EMXG Quality Assurance \(Great Video in Afghanistan\)](#)
- [Avino Quality Assurance](#)
- [Quality Testing in the U.S. Military](#)

Week 8 Lesson

Activities and Assessments

Week 8 Discussion Forum

Week #8 Final Project

Evaluation

Grading:

Name	Grade %
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Materials

Book Title: Various resources from the APUS Library & the Open Web are used. Please visit <http://apus.libguides.com/er.php> to locate the course eReserve.*

Author:

Publication Info:

ISBN: ERESERVE NOTE

1. Quality Management for Organizational Excellence: Introduction to Total Quality by David L. Goetsch and Stanley B. Davis, Sixth Edition- Prentice Hall.

The VitalSource e-book is provided via the APUS Bookstore

Please visit <http://apus.libguides.com/bookstore> for more information

2. Comprehensive Lecture Notes

3. PowerPoint Presentations of Chapters

Course Guidelines

Citation and Reference Style

- Students will follow APA format as the sole citation and reference style used in written assignments submitted as part of coursework to the School of Business.
- Please note that no formal citation style is required on forum assignments in the School of Business—only attribution of sources (please see details regarding forum communication below).

Tutoring

- [Tutor.com](https://www.tutor.com) offers online homework help and learning resources by connecting students to certified tutors for one-on-one help. AMU and APU students are eligible for 10 free hours of tutoring provided by APUS. Tutors are available 24/7 unless otherwise noted. Tutor.com also has a SkillCenter Resource Library offering educational resources, worksheets, videos, websites and career help. Accessing these resources does not count against tutoring hours and is also available 24/7. Please visit the APUS Library and search for 'Tutor' to create an account.

Late Assignments

- Students are expected to submit classroom assignments by the posted due date and to complete the course according to the published class schedule. The due date for each assignment is listed under each assignment.
- Generally speaking, if arrangements are not made in advance, a late penalty of 10% will be assessed for any assignment submitted 1-7 days past the due date. Assignments will not be accepted after the 7th day. No work will be accepted past the final day of class, unless prior arrangements have been made with the instructor.
- As a working adult, your time is limited and often out of your control. Faculty may be more flexible if they know ahead of time of any potential late assignments.

Turn It In

- Faculty may require assignments be submitted to Turnitin.com. Turnitin.com will analyze an assignment submission and report a similarity score. Your assignment submission is automatically processed through the assignments area of the course when you submit your work.

Academic Dishonesty

- Academic Dishonesty incorporates more than plagiarism, which is using the work of others without citation. Academic dishonesty includes any use of content purchased or retrieved from web services such as CourseHero.com or Scribd. Additionally, allowing your work to be placed on such web services is academic dishonesty, as it is enabling the dishonesty of others. The copy and pasting of content from any web page, without citation as a direct quote, is academic dishonesty. When in doubt, do not copy/paste, and always cite.

Submission Guidelines

- Some assignments may have very specific requirements for formatting (such as font, margins, etc) and submission file type (such as .docx, .pdf, etc). See the assignment instructions for details. In general, standard file types such as those associated with Microsoft Office are preferred, unless otherwise specified.
- It is the student's responsibility to ensure the all submitted work can be accessed and opened by the instructor.

Disclaimer Statement

- Course content may vary from the outline to meet the needs of a particular group or class.

Communicating on the Forum

- Forums are the heart of the interaction in this course. The more engaged and lively the exchanges, the more interesting and fun the course will be. Only substantive comments will receive credit. Although there is a final posting day/time after which the instructor will grade and provide feedback, it is not sufficient to wait until the last day to contribute your comments/questions on the forum. The purpose of the forums is to actively participate in an on-going discussion about the assigned content.
- “Substantive” means comments that contribute something new and important to the discussion. Thus a message that simply says “I agree” is not substantive. A substantive comment contributes a new idea or perspective, a good follow-up question to a point made, offers a response to a question, provides an example or illustration of a key point, points out an inconsistency in an argument, etc.
- As a class, if we run into conflicting view points, we must respect each individual's own opinion. Hateful and hurtful comments towards other individuals, students, groups, peoples, and/or societies will not be tolerated.
- Students must post a response to the weekly forums prompt and post the required number of replies to other students – refer to the grading rubric and/or forum instructions for specific expectations on number of replies and word count requirements.
- The main response to the forum need to be provided mid-week – refer to the grading rubric and/or forum instructions for specific expectations. Late main response posts to a forum will not be accepted without prior instructor approval.
- Replies must be posted in the week due and replies after the end of the each week will not be graded.

Quizzes and Exams

- Quizzes and exams may consist of true/false, multiple choice, and short essay questions. Each quiz/exam is accessible only once. Once a quiz/exam is accessed, you will not be able to access it again if you disconnect. Therefore, allocate time to complete your quiz. Weekly quizzes must be submitted by midnight Eastern Time, Day 7 of the assigned week. Late quizzes or exams will not be accepted without prior instructor approval.

University Policies

[Student Handbook](#)

- [Drop/Withdrawal policy](#)
- [Extension Requests](#)
- [Academic Probation](#)
- [Appeals](#)
- [Disability Accommodations](#)

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