A. Course Description
   - Credits: 1.00
   - Lecture Hours/Week: 1.00
   - Lab Hours/Week: 0.00
   - OJT Hours/Week: 0
   - Prerequisites: None
   - Corequisites: None
   - MnTC Goals: None

Incorporate collaboration, consensus and win-win outcomes in the quality process. Tie relationships to delivering quality service. Understand the differences between quality and quality improvement. Gather and analyze data to recognize improvement areas. Assess your organization's readiness for change. Prerequisites: SMGT1412

B. Course Effective Dates: 1/7/02 – Present

C. Outline of Major Content Areas
   As noted on course syllabus

D. Learning Outcomes
   As noted on course syllabus

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

F. Learner Outcomes Assessment
   As noted on course syllabus

G. Special Information
   None noted