A. Course Description
   - Credits: 4.00
   - Lecture Hours/Week: 4.00
   - Lab Hours/Week: 0.00
   - OJT Hours/Week: 0
   - Prerequisites: None
   - Corequisites: None
   - MnTC Goals: None

Learn how to integrate TQM into planning and project management, strategic management, process improvement, and how to modify an organization's behavior. Assess supervisor's roles and responsibilities related to quality including identifying and meeting customer's needs, applying tools and techniques for improving systems and processes, developing a quality training plan for work group members and enhancing work group commitment to continuous quality improvement. Prerequisites: None.

B. Course Effective Dates: 1/13/03 – Present

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

D. Learning Outcomes
   1. assess quality from perspective of customer
   2. describe the human side of quality
   3. explain role of quality at all levels of organization
   4. link quality to common management tasks
   5. theorize on future of quality
   6. understand meaning of "quality revolution" and its roots
   7. use problem solving tools

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

F. Learner Outcomes Assessment
   As noted on course syllabus

G. Special Information
   None noted