

**J. Sargeant Reynolds Community College  
Course Content Summary**

**Course Prefix and Number:** BUS 208

**Credits:** 3

**Course Title:** Quality and Productivity Management

**Course Description:** Focuses on the key quality improvement concepts regarding products and services, customers and suppliers, and systems and processes that make quality a part of the work life of an organization. Emphasizes the role of teams, including team meeting skills and techniques, and a variety of quality improvement tools, such as flowcharts, run charts, Pareto diagrams, cause and effect diagrams, evaluation matrices, and implementation road maps. Lecture 3 hours per week.

**General Course Purpose:**

**Course Prerequisites and Co-requisites:**

None

**Student Learning Outcomes:**

Upon completing the course, the student will be able to

- a. Explain the basics of quality and productivity management;
- b. Demonstrate proficiency with quality improvement tools and techniques; and
- c. Develop, prepare, and present a quality improvement project.

**Major Topics to Be Included:**

- a. Overview of quality and productivity management
- b. The role of teams in quality and productivity management
- c. Team meeting skills and techniques
- d. Key quality improvement concepts, including products and services, customers and supplies, systems and processes, quality characteristics and indications, variation, and data collection
- e. Quality improvement tools including data analysis tools, evaluation matrices, and implementation roadmaps

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