Course Prefix and Number: BUS 209  
Credits: 3

Course Title: Continuous Quality Improvement

Course Description: Presents the different philosophies in Quality Control. Introduces students to Process Improvement, Team Development, Consensus Building, and Problem-Solving Strategies. Identifies methods for Process Improvement in manufacturing and service organizations, which includes Statistical Process Control when used in the quality control function of business and industry. 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. Understand quality fundamentals;
b. Explain quality improvement systems;
c. Show how to use teams to improve quality; and
d. Provide statistical tools for problem solving.

Major Topics to Be Included:
a. Fundamentals of quality management
b. Effective problem-solving tools
c. Quality Improvement procedures
d. Team problem-solving

Date Created/Updated (Month, Date, and Year): August 22, 2000