

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

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

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