

Note:

Course content may be changed, term to term, without notice. The information below is provided as a guide for course selection and is not binding in any form, and should not be used to purchase course materials.

COURSE SYLLABUS

BUSI 616

TOTAL QUALITY MANAGEMENT

COURSE DESCRIPTION

This course provides learners with an understanding of quality control and improvement systems. The course includes study of topics related to quality management approaches, design and implementation of quality-related procedures, and related technologies. The focus of the course is on enhancing goods, services, and the business environment.

RATIONALE

The purpose of this course is to provide the student with foundational information on Total Quality Management theory and practice in all areas of business at all levels. The utilization of the practices should ultimately be used to improve business outcomes by providing tools to use the best practice to improve the business outcomes.

I. PREREQUISITE

For information regarding prerequisites for this course, please refer to the [Academic Course Catalog](#).

II. REQUIRED RESOURCE PURCHASE

Click on the following link to view the required resource(s) for the term in which you are registered: <http://bookstore.mbsdirect.net/liberty.htm>

III. ADDITIONAL MATERIALS FOR LEARNING

- A. Computer with basic audio/video output equipment
- B. Internet access (broadband recommended)
- C. Microsoft Office

IV. MEASURABLE LEARNING OUTCOMES

Upon successful completion of this course, the student will be able to:

1. Understand the principles of total quality management.
2. Choose appropriate statistical techniques for improving processes.
3. Develop the organizational, competitive and economic potential of quality.
4. Integrate biblical principles with the practice of total quality management.

V. COURSE REQUIREMENTS AND ASSIGNMENTS

A. Textbook readings and lecture presentations

B. Course Requirements Checklist

After reading the Course Syllabus and Student Expectations, the student will complete the related checklist found in Module/Week 1.

C. Discussion Board Forums (13)

Discussion boards are collaborative learning experiences. Therefore, the student is required to create a thread in response to the provided prompt for each forum. Each thread must be 500–750 words and demonstrate course-related knowledge. In addition to the thread, the student is required to reply to 2 other classmates' threads. Each reply must be 450–600 words. Each thread and each reply must include at least 2 scholarly sources in addition to the textbook and relevant scriptural integration. All citations and references must be in current APA format.

D. Contrasting Quality Philosophies

The student will review the assigned readings and choose two of the quality theorists to compare and contrast their concepts and discuss each of the quality philosophies to business competitiveness as well as the application of biblical integration. The final submission must be approximately 500 words and contain at least 2 references to scholarly articles for a total of 3 references. Current APA format must be used, and a title page and reference list must be included.

E. Strategic Partners and Alliances

The student will review the assigned readings and identify who the strategic partners are within his/her selected organization. What alliances have been formed and what type of organizational culture does your selected company have? How does the organizational culture of the selected company impact their partners and/or their strategic alliances? The final submission must be approximately 500 words and contain at least 2 references to scholarly articles for a total of 3 references as well as application of biblical integration. Current APA format must be used, and a title page and reference list must be included.

F. Customer Satisfaction

The student is asked to review the assigned readings and reflect on who the customer is within his/her selected organization. Is importance placed on satisfaction on both the internal and external customer? How are the needs of both internal and external customers identified? Who is empowered in your organization to meet the needs to internal or external customers?

The final submission must be approximately 500 words and contain at least 2 references to scholarly articles for a total of 3 references as well as application of biblical integration. Current APA format must be used, and a title page and reference list must be included.

G. Training Needs Analysis

Review the assigned readings and for your chosen organizational problem and decide how you would conduct a training needs analysis (TNA) to effect a quality change.

The final submission must be approximately 350 words and contain at least 2 references to scholarly articles for a total of 3 references as well as application of biblical integration. Current APA format must be used, and a title page and reference list must be included.

H. Quality Tool Application

The student will review the assigned readings for his/her chosen organizational problem and choose **1** of the quality tools from below and apply the organizational problem (chosen in Module/Week 1).

1. **Cause-and-effect diagram** (also called Ishikawa or fishbone chart): Identifies many possible causes for an effect or problem and sorts ideas into useful categories.
2. **Check sheet**: A structured, prepared form for collecting and analyzing data; a generic tool that can be adapted for a wide variety of purposes.
3. **Control charts**: Graphs used to study how a process changes over time.
4. **Histogram**: The most commonly used graph for showing frequency distributions, or how often each different value in a set of data occurs.
5. **Pareto chart**: Shows on a bar graph which factors are more significant.
6. **Scatter diagram**: Graphs pairs of numerical data, one variable on each axis, to look for a relationship.
7. **Stratification**: A technique that separates data gathered from a variety of sources so that patterns can be seen (some lists replace “stratification” with “flowchart” or “run chart”).

The final submission must be approximately 200 words of a narrative description of how the tool has been applied. Current APA format must be used, and a title page and reference list must be included.

I. Application of PDCA Cycle

The student will review the assigned readings and for his/her chosen organizational problem, describe the steps required for a continual process improvement (using the problem from Module/Week 1) utilizing Deming’s PDCA Cycle.

Plan–Do–Check–Act Procedure

1. Plan. Recognize an opportunity and plan a change.
2. Do. Test the change. Carry out a small-scale study.
3. Check. Review the test, analyze the results and identify what was learned.

4. Act. Take action based on what was learned in the study step: If the change did not work, go through the cycle again with a different plan. If it was successful, incorporate what was learned from the test into wider changes. Use what was learned to plan new improvements, beginning the cycle again.

Reference:

<http://asq.org/learn-about-quality/project-planning-tools/overview/pdca-cycle.html>

The final submission must be approximately 500 words and contain at least 2 references to scholarly articles for a total of 3 references as well as application of biblical integration.. Current APA format must be used, and a title page and reference list must be included.

J. Change Management Strategy

Review the assigned readings and choose what change management strategies should be applied for implementation of the quality initiatives.

The final submission must be approximately 500 words and contain at least 2 references to scholarly articles, for a total of 3 references as well as application of biblical integration. Current APA format must be used, and a title page and reference list must be included.

K. TQM Presentation

Create a **5 minute** presentation of your Total Quality Management Project.

- The student will include the highlights of his/her work in a 5–7-minute summary with no more than 10 slides, using talking notes to supplement slides. Not all of the information found will be able to be presented. The student should imagine he/she is at a conference, and use the grading rubric as your guide for the presentation.
- The presentation must be outlined as follows:
 - 1 minute = Introduction, problem statement, search history, and reason for study
 - 3+ minutes = Quality philosophy used (1+ minute), explanation of the Quality Tool used to create a process flow diagram (1+ minute), and the statistical process control used for tracking (1+ minute), (for a total of 3 minutes)
 - 1+ minute = Conclusion with biblical integration (solution to the problem, implications for business and projected outcome).

Submit this presentation to the Discussion Board Forum and the assignment link.

VI. COURSE GRADING AND POLICIES**A. Points**

Course Requirements Checklist	10
Discussion Board Forums (13 @ 35 pts ea)	455
Contrasting Quality Philosophies	50
Strategic Partners and Alliances	50
Customer Satisfaction	50
Training Needs Analysis	50
Quality Tool Application	50
Application of PDCA Cycle	50
Change Management Strategy	50
TQM Presentation	195
Total	1010

B. Scale

A = 940–1010 A- = 920–939 B+ = 900–919 B = 860–899 B- = 840–859
 C+ = 820–839 C = 780–819 C- = 760–779 F = 0–759

C. Quizzes/Tests/Exams

For timed quizzes/tests/exams, the student is required to complete the quiz/test/exam within the assigned time. For the student who exceeds this time limit, a penalty of 1 point will be deducted for each minute, or part thereof, he/she exceeds the assigned time limit.

D. Disability Assistance

Students with a documented disability may contact Liberty University Online's Office of Disability Academic Support (ODAS) at LUOODAS@liberty.edu to make arrangements for academic accommodations. Further information can be found at www.liberty.edu/disabilitysupport.

COURSE SCHEDULE

BUSI 616

Textbook: Goetsch & Davis, *Quality Management for Organizational Excellence* (2016).

MODULE/ WEEK	READING & STUDY	ASSIGNMENTS	POINTS
1	Goetsch & Davis: chs. 1–3 3 presentations 1 website	Course Requirements Checklist Class Introductions DB Forum 1 Contrasting Quality Philosophies	10 0 35 50
2	Goetsch & Davis: chs. 4–6 3 presentations 1 website	DB Forum 2 Strategic Partners and Alliances	35 50
3	Goetsch & Davis: chs. 7–9 4 presentations 1 websites	DB Forum 3 DB Forum 4 Customer Satisfaction	35 35 50
4	Goetsch & Davis: chs. 10–12 4 presentations 3 websites	DB Forum 5 DB Forum 6 Training Needs Analysis	35 35 50
5	Goetsch & Davis: chs. 14–16 5 presentations 3 websites	DB Forum 7 DB Forum 8 Quality Tool Application	35 35 50
6	Goetsch & Davis: chs. 17–19 4 presentations 2 websites	DB Forum 9 DB Forum 10 Application of PDCA Cycle	35 35 50
7	Goetsch & Davis: chs. 20–22 3 presentations 2 websites	DB Forum 11 DB Forum 12 Change Management Strategy	35 35 50
8	Goetsch & Davis: The 14 Points, 7 Deadly Diseases 5 presentations 2 websites	DB Forum 13 TQM Presentation	35 195
TOTAL			1010

DB = Discussion Board

TQM = Total Quality Management

NOTE: Module/Week 1 begins on Monday and ends at 11:59 p.m. (ET) on Friday.

Modules/Weeks 2–8 begin on Saturday and end at 11:59 p.m. (ET) on Friday.