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 760
QUALITY MANAGEMENT AND PRODUCTIVITY SEMINAR

COURSE DESCRIPTION

The advanced study of the concepts of continuous improvement and quality management, viewing quality as a systematic process that improves customer satisfaction. Coverage includes methods and technologies that will aid managers in assuring that the organization’s quality system is effectively meeting the organization’s continuous improvement goals.

RATIONALE

BUSI 760 provides an overarching view of quality management philosophy and practice to ensure the continuous improvement of the processes, products, relationships, and services that define an organization. The student will be able to apply quality improvement strategies in varied organizational settings, reflecting the biblical basis for quality and improvement (i.e., stewardship, excellence).

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. RECOMMENDED RESOURCE


IV. ADDITIONAL MATERIALS FOR LEARNING

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

V. MEASURABLE LEARNING OUTCOMES

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

A. Formulate ways to mitigate common obstacles to an organization’s continuous quality improvement (Synthesis, DBA PLO 2).
B. Propose strategies for improving the organization using recognized quality management tools and best practices (Synthesis, DBA PLO 2).

C. Create a quality management process improvement and implementation plan for a business, church, non-profit, or government organization (Synthesis, DBA PLOs 3 & 4).

D. Construct a Thematic Integration of Faith and Learning Paper which integrates course concepts with a biblical worldview (Synthesis, DBA PLO 4).

VI. COURSE REQUIREMENTS AND ASSIGNMENTS

A. Textbook readings and 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 (3)
   Discussion boards are collaborative learning experiences. Therefore, this course requires 3 distinct discussion forums. The specific requirements, point weightings, grading rubrics, and due dates are listed in the Course Content section of Blackboard.

D. Dissertation Prospectus
   This course requires 1 Dissertation Prospectus. The specific requirements, point weightings, grading rubrics, and due dates are listed in the Course Content section of Blackboard.

E. Strategic Quality Management Implementation Plan
   This course requires 1 Strategic Quality Management Implementation Plan. The specific requirements, point weightings, grading rubrics, and due dates are listed in the Course Content section of Blackboard.

F. Thematic Integration of Faith and Learning Paper
   This course requires 1 Thematic Integration of Faith and Learning Paper. The specific requirements, point weightings, grading rubrics, and due dates are listed in the Course Content section of Blackboard.
VII. **Course Grading and Policies**

A. **Points**

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Requirements Checklist</td>
<td>10</td>
</tr>
<tr>
<td>Discussion Board Forums (3 at 150 pts ea)</td>
<td>450</td>
</tr>
<tr>
<td>Dissertation Prospectus</td>
<td>150</td>
</tr>
<tr>
<td>Strategic Quality Management Implementation Plan</td>
<td>240</td>
</tr>
<tr>
<td>Thematic Integration of Faith and Learning Paper</td>
<td>150</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1000</td>
</tr>
</tbody>
</table>

B. **Scale**

- **A** = 960.0–1000.0
- **A-** = 940.0–959.99
- **B+** = 920.0–939.99
- **B** = 900.0–919.99
- **B-** = 880.0–899.99
- **F** = 0.00–879.99

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 Accommodation Support (ODAS) at LUOODAS@liberty.edu to make arrangements for academic accommodations. Further information can be found at www.liberty.edu/disabilitysupport.

If you have a complaint related to disability discrimination or an accommodation that was not provided, you may contact ODAS or the Office of Equity and Compliance by phone at (434) 592-4999 or by email at equityandcompliance@liberty.edu. Click to see a full copy of Liberty’s Discrimination, Harassment, and Sexual Misconduct Policy or the Student Disability Grievance Policy and Procedures.
**COURSE SCHEDULE**

**BUSI 760**

Textbooks:  
Plenert, G. (2012). *Strategic continuous process improvement: Which quality tools to use, and when to use them.*  
Keller, T. (2012). *Every good endeavor: Connecting your work to God’s work.*

<table>
<thead>
<tr>
<th>MODULE/WEEK</th>
<th>READING &amp; STUDY</th>
<th>ASSIGNMENTS</th>
<th>POINTS</th>
</tr>
</thead>
</table>
| 1/1         | Plenert: chs. 1–3  
1 presentation | Course Requirements Checklist  
DB Forum 1 Thread | 10  
100 |
| 1/2         | Starbird & Cavanagh: chs. 1–5 | DB Forum 1 Reply | 50 |
| 2/3         | Plenert: chs. 4–7  
1 presentation | DB Forum 2 Thread | 100 |
| 2/4         | Starbird & Cavanagh: chs. 6–8 | DB Forum 2 Reply | 50  
150 |
| 3/5         | Plenert: chs. 8–9  
Keller chs. 1-3  
1 presentation | DB Forum 3 Thread  
Dissertation Prospectus | 100 |
| 3/6         | Starbird & Cavanagh: chs. 9–11  
Keller chs. 4-5 | DB Forum 3 Reply | 50 |
| 4/7         | Starbird & Cavanagh: chs. 12–15  
Keller chs. 6-8  
1 presentation | Strategic Quality Management  
Implementation Plan | 240 |
| 4/8         | Keller chs. 9-12  
Appendix Case Study | Thematic Integration of Faith and  
Learning Paper | 150 |

**TOTAL** 1000

**NOTE:** Each course week begins on Monday morning at 12:00 a.m. (ET) and ends on Sunday night at 11:59 p.m. (ET). The final week ends at 11:59 p.m. (ET) on Friday.