

**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***

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### **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**

American Psychological Association. *Publication manual of the American Psychological Association* (Current ed.). Washington, DC: Author.

#### **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**

Course Requirements Checklist	10
Discussion Board Forums (3 at 150 pts ea)	450
Dissertation Prospectus	150
Strategic Quality Management Implementation Plan	240
Thematic Integration of Faith and Learning Paper	150
<b>Total</b>	<b>1000</b>

**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](mailto:LUOODAS@liberty.edu) to make arrangements for academic accommodations. Further information can be found at [www.liberty.edu/disabilitysupport](http://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](mailto: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.*

Starbird, D., & Cavanagh, R. (2011). *Building engaged team performance: Align your processes and people to achieve game-changing business results.*

Keller, T. (2012). *Every good endeavor: Connecting your work to God's work.*

<b>MODULE/ WEEK</b>	<b>READING &amp; STUDY</b>	<b>ASSIGNMENTS</b>	<b>POINTS</b>
<b>1/1</b>	Plenert: chs. 1–3 1 presentation	Course Requirements Checklist DB Forum 1 Thread	10 100
<b>1/2</b>	Starbird & Cavanagh: chs. 1–5	DB Forum 1 Reply	50
<b>2/3</b>	Plenert: chs. 4–7 1 presentation	DB Forum 2 Thread	100
<b>2/4</b>	Starbird & Cavanagh: chs. 6–8	DB Forum 2 Reply	50 150
<b>3/5</b>	Plenert: chs. 8–9 Keller chs. 1-3 1 presentation	DB Forum 3 Thread Dissertation Prospectus	100
<b>3/6</b>	Starbird & Cavanagh: chs. 9–11 Keller chs. 4-5	DB Forum 3 Reply	50
<b>4/7</b>	Starbird & Cavanagh: chs. 12–15 Keller chs. 6-8 1 presentation	Strategic Quality Management Implementation Plan	240
<b>4/8</b>	Keller chs. 9-12 Appendix Case Study	Thematic Integration of Faith and Learning Paper	150
<b>TOTAL</b>			<b>1000</b>

**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.