



## Leading Quality Improvement Initiatives

LEAD585

Southwestern College Professional Studies

### COURSE SYLLABUS

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#### I. Course Catalog Description

The course will address the importance of implementing quality principles integral to leadership which will benefit stakeholders, provide an understanding of the philosophies underlying quality, emphasize the importance of employee empowerment, deal with issues surrounding teams and group dynamics, and develop an awareness of process improvement and its role in building solid effective organizations. Students will be qualified to earn the credential of Certified Quality Improvement Associate.

#### II. Required and Supplementary Instructional Materials

Summers, D. C. S. (2009). *Quality management: Creating and sustaining organizational effectiveness* (2nd ed.). Upper Saddle River, NJ: Pearson Education.

#### III. Learning Outcomes

Learning outcomes describe the knowledge, skills, values, and attitudes that learners gain as the result of a particular learning experience. Southwestern College Professional Studies has learning outcomes specific to each course and each [undergraduate](#) and [graduate](#) program of study, as well as [institution-wide outcomes](#) related to the mission and vision of the college. Outcomes can help learners and instructors focus on the big picture of the learning experience and can help inform potential employers about a graduate's knowledge and skills.

Upon successfully completing this course, the learner will be able to:

- Assess basic quality principles and problem solving tools
- Apply these principles and tools to the organizational environment as a business initiative.
- Analyze case studies and actual situations using theories of quality management.
- Discuss quality principles and related topics from more than one viewpoint.

At the end of the course, learners may vary in their ability to achieve these outcomes. You are more likely to achieve these outcomes only if you attend class and/or online activities as required by the syllabus, complete the requirements for all assignments to the best of your ability, participate actively in class activities and group work as directed, and study diligently for exams.

#### IV. Course Policies

Students are expected to read and abide by the course policies located in the instructor-specific syllabus in the blackboard course.

#### V. Course Requirements:

Requirements	Number of Assignments	Points Possible	Percent of Grade
Discussions	5	25	25%
Assignments	5	50	50%
Final Paper	1	25	25%
<b>Total Points</b>		<b>100</b>	<b>100%</b>

VI. Course at a Glance:

Unit	Reading & Preparation Activities	Graded Work Due
1	<ul style="list-style-type: none"><li>• Chapters 1 - 2</li><li>• Handouts</li><li>• Organizational Effectiveness site</li><li>• Introductions discussion forum</li></ul>	<ul style="list-style-type: none"><li>• Unit 1 Discussion</li><li>• Unit 1 Assignment</li></ul>
2	<ul style="list-style-type: none"><li>• Chapters 3 - 4</li><li>• Baldrige Performance Excellence Program site</li><li>• Handouts</li></ul>	<ul style="list-style-type: none"><li>• Unit 2 Discussion</li><li>• Unit 2 Assignment</li></ul>
3	<ul style="list-style-type: none"><li>• Chapters 5 – 6</li><li>• Handouts</li></ul>	<ul style="list-style-type: none"><li>• Unit 3 Discussion</li><li>• Unit 3 Assignment</li></ul>
4	<ul style="list-style-type: none"><li>• Chapters 7 – 8</li><li>• Handouts</li></ul>	<ul style="list-style-type: none"><li>• Unit 4 Discussion</li><li>• Unit 4 Assignment</li></ul>
5	<ul style="list-style-type: none"><li>• Chapters 9 and 11</li><li>• Handouts</li></ul>	<ul style="list-style-type: none"><li>• Unit 5 Discussion</li><li>• Unit 5 Assignment</li></ul>
6	<ul style="list-style-type: none"><li>• Chapters 10 and 15</li><li>• Handouts</li></ul>	<ul style="list-style-type: none"><li>• Final Paper</li></ul>

VII. Other Policies and Requirements

Follow this link to the Southwestern College Professional Studies [Standard Syllabus](#) in Blackboard. You may be required to log in.