



# Organizational Quality Management

OMGT 305

Southwestern College Professional Studies

## COURSE SYLLABUS

### I. Course Catalog Description

This course provides an overview of the key elements required in all aspects of operational management utilizing the most accepted techniques for achieving quality, including Malcolm Baldrige, AS9100, and change management principles.

### II. Required and Supplementary Instructional Materials

Myhrberg, E. V., Crabtree, D. H., & Hacker, R. (2010). *A practical guide for AS9100C* (2nd ed.). Milwaukee, WI: ASQ Quality Press.

### 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:

- Discuss organizational-wide quality initiatives.
- Contrast quality initiatives used in Military settings and in commercial environments.
- Develop leadership skills needed to propose and implement quality skills into an organization.

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	12	300	30%
Action Assignments	5	500	50%
Final Exam	1	200	20%
<b>Total Points</b>		<b>1000</b>	<b>100%</b>

### VI. Course at a Glance:

Unit	Reading & Preparation Activities	Graded Work Due
1	<ul style="list-style-type: none"><li>• Read the Baldrige Criteria (pp.) 1-35</li></ul>	<ul style="list-style-type: none"><li>• Unit 1 Discussion 1</li><li>• Unit 1 Discussion 2</li><li>• Unit 1 Action Assignment</li></ul>

<b>Unit</b>	<b>Reading &amp; Preparation Activities</b>	<b>Graded Work Due</b>
2	<ul style="list-style-type: none"> <li>• Read the Baldrige Criteria (pp.) 35-58</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 2 Discussion 1</li> <li>• Unit 2 Discussion 2</li> <li>• Unit 2 Action Assignment</li> </ul>
3	<ul style="list-style-type: none"> <li>• Read the Baldrige Criteria (pp.) 59-72</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 3 Discussion 1</li> <li>• Unit 3 Discussion 2</li> <li>• Unit 3 Action Assignment</li> </ul>
4	<ul style="list-style-type: none"> <li>• Read A practical guide for AS9100C sections 4 &amp; 5.</li> <li>• Locate and read an article from Deets Library about an organization that achieved AS9100 Certification.</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 4 Discussion 1</li> <li>• Unit 4 Discussion 2</li> <li>• Unit 4 Action Assignment</li> </ul>
5	<ul style="list-style-type: none"> <li>• Read A practical guide for AS9100C sections 6 &amp; 7.</li> <li>• Locate and read an article from Deets Library about an organization that achieved AS9100 Certification.</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 5 Discussion 1</li> <li>• Unit 5 Discussion 2</li> <li>• Unit 5 Action Assignment</li> </ul>
6	<ul style="list-style-type: none"> <li>• Read A practical guide for AS9100C section 8 &amp; the Conclusion and Field Anecdotes.</li> <li>• Locate and read an article from Deets Library about an organization that achieved AS9100 Certification.</li> </ul>	<ul style="list-style-type: none"> <li>• Unit 6 Discussion 1</li> <li>• Unit 6 Discussion 2</li> <li>• Unit 6 Final Exam</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.