PREREQUISITES:
University Requisites: BMT 1100 is recommended

COURSE OVERVIEW:
This course is an introduction to quality management as it relates to the workplace environment. You will be exposed to several quality theories, the process of continuous improvement, and the use of specific tools to improve organizational systems and resources. The course will also help tune some of your soft skills, including but not limited to: leading others, consensus building, decision-making, and, finally, articulating your position.

METHODS OF COURSE INSTRUCTION:
All material for this course is print-based. Instructor and students communicate and exchange materials through postal mail.

E-PRINT OPTION:
In this course, an option exists to use e-mail to submit your lesson assignments. Your assignment will be returned to you either as an e-mail attachment or as a hard copy sent through the postal mail, depending on the preferences of the instructor and/or program.

TEXTBOOKS AND SUPPLIES:

NUMBER OF LESSONS:
The course has nine lessons, including one midcourse examination and one final examination. These lessons include:

- Lesson 1: Total Quality and Its Impacts
- Lesson 2: Strategic Management and Ethics
- Lesson 3: Partnering and a Quality Culture
- Lesson 4: Critical Thinking Assignment
- Lesson 5: Customer Satisfaction and Employee Empowerment
- Lesson 6: Leadership and Teamwork
- Lesson 7: Communication, Education, and Training
- Lesson 8: Quality Relationships
- Lesson 9: Final Examination Information
TYPES OF WRITING ASSIGNMENTS:

Each lesson contains a quiz and an applied learning assignment. Each quiz contains 20 questions, including true/false and multiple-choice questions. Each applied learning assignment contains two questions that require a written response.

GRADING STANDARDS:

Your final grade for the course will be determined using the following breakdown:

- Lesson quizzes and applied learning assignments 50% of course grade
- Critical thinking assignment 20% of course grade
- Final examination 30% of course grade