West Virginia University at Parkersburg　　　　　　　　　　**Uniform Course Syllabus**
GBUS 301 Process and Quality Management

Credit Hours: 3
Scheduled hours per week – May be delivered online, hybrid, or face-to-face.

Catalog Course Description:
GBUS 301– PROCESS AND QUALITY MANAGEMENT　　　　　　　　3 hrs.

Exploration of continuous quality management and process control techniques.

Pre-requisites: MGMT 220 Principles of Management (WVUP) or approved transfer course from home institution.

Co-requisites: List
Course Learning Outcomes:
● Basic knowledge, understanding and application of concepts and terminology relating to quality management for production and operations in both the manufacturing and service industries.
● Knowledge and understanding of lean operating systems and lean tools and JIT systems.
● Able to identify and evaluate a company's customer benefit package (CPB) and how to increase value for long term sustainability.
● An understanding of performance measures used in production and service operations. This includes an understanding of productivity, quality, efficiency, reliability and capacity measures, calculations and/or strategies for a firm's future.
● Able to discuss current topics that are relevant to class content and provide examples in class discussions.
● Able to use problem solving skills as part of a team to address a scheduling and sequencing situation, as well as, a project management scenario. The communication, leadership and problem solving skills which are critical to success in a management position will be required.

Topics to be studied:
Productivity and quality in production and service systems
Measuring Performance in Operations
Goods and Service Design
Managing Inventories
Operations Scheduling and Sequencing
Quality Control and Management
Lean Operating Systems

General Education Outcomes:
This course meets the following General Education Outcome(s):

This course meets the following General Education Outcomes:	
Composition and Rhetoric. Students illustrate a fundamental understanding of the best practices of communicating in English and meet the writing standards of their college or program-based communication requirements.	
Science & Technology. Students successfully apply systematic methods of analysis to the natural and physical world, understand scientific knowledge as empirical, and refer to data as a basis for conclusions.	X
Mathematics & Quantitative Skills. Students effectively use quantitative techniques and the practical application of numerical, symbolic, or spatial concepts.	X
Society, Diversity & the Past. Students interpret historical events of philosophical perspectives by identifying patterns, applying analytical reasoning, employing methods of critical inquiry, or expanding problem-solving skills.	X
The Arts & Creativity. Students successfully articulate and apply methods and principles of critical and creative inquiry to the production of works of arts.	
5/3/2016	

Relationship to Program Outcomes:

Bachelor of Applied Science in Supervisory Management Program Outcomes:	GBUS 301 Meet:
Communicate effectively and professionally both orally and in writing within the context of the business world.	X
Demonstrate competence in the use of electronic tools to research, manage, and present information.	X
Demonstrate competence in the use of project management and scheduling techniques for planning and executing large-scale projects.	X
Apply managerial and business concepts in real-world settings.	X
Demonstrate the ability to solve problems using programmed and non-programmed decision techniques using logical reasoning for evaluating information and data.	X
Demonstrate the ability to work ethically, effectively, and respectively with people of diverse backgrounds and with people whom have different roles, social affiliations, and personalities.	X

Special projects or requirements of the course:
Two short team presentations from both a scheduling and sequencing situation, as well as, a project management scenario.

Additional information: The project management portion of knowledge for this course is related, not to a full blown project that each team needs to research and present, but rather a clear understanding and application of managing the timing of each activity in a project and how this affects the ability to finish the total project on time and on budget.

Prepared by: Holly Dexter

Date: October 17, 2016

Form revised October 2016