# Course Syllabus

**Department**: Occupational Safety & Health Technology  
**Course Title**: Total Quality Management  
**Section Name**: QCTC 1301 FA/11 WB1  
**Start Date**: 08/22/2011  
**End Date**: 10/14/2011  
**Modality**: Online  
**Credits**: 3  

## Instructor Information
**Name**: Marilyn Jones  
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**OC Phone**: (432) 335-6886

## Course Description
The study of integrating work processes using team participation through employee empowerment and team work emphasizing the philosophy of customer service and satisfaction.

## Prerequisites/Corequisites
None.

## Scans
4,5,6,7,8,9,10,11

## Course Objectives
To understand the principles and practices of Total Quality Management

## Required Readings/Materials

### Course Requirements (Lectures, Assignments and Assessments)

**Module 1**  
**Gurus of Total Quality Management**  
**Due Date**: TBA
Module 2

Programs of Total Quality Management  Due Date: TBA

Module 3

Deming Philosophy of Management      Due Date: TBA

Module 4

Leadership of Total Quality Management   Due Date: TBA

Grading Policy
You will be evaluated by the thoroughness of the contents of the assignment.

Special Needs
Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Resource Center (Library)
The Library, known as the Learning Resources Center, provides research assistance via the LRC's catalog (print books, videos, e-books) and databases (journal and magazine articles). Research guides covering specific subject areas, tutorials, and the "Ask a Librarian" service provide additional help.

Student E-mail
Please access your Odessa College Student E-mail, by following the link to either set up or update your account: http://www.odessa.edu/gmail/. All assignments or correspondence will be submitted using your Odessa College email.

Technical Support
For Blackboard username and password help and for help accessing your online course availability abd student email account contact the Student Success Center at 432-335-6878 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm.

Important School Policies
For information regarding student support services, academic dishonesty, disciplinary actions, special accommodations, or student's and instructors' right to academic freedom can be found in the Odessa College Student Handbook.