

Course Syllabus

Department : Occupational Safety & Health Technology
Course Title : Total Quality Management
Section Name : 14/FA QCTC 1301 W1C
Start Date : 08/25/2014
End Date : 10/15/2014
Modality : Online
Credits : 3

Instructor Information

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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. (ICOs 1, 2, 4, 5, 6)

Prerequisites/Corequisites

None.

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:** September 7th, 2014

Module 2

Programs of Total Quality Management **Due Date:** September 21st, 2014

Module 3

Deming Philosophy of Management **Due Date:** October 5th, 2014

Module 4

Leadership of Total Quality Management **Due Date:** October 15th, 2014

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.

Learning 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 and 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](#).