# 8/13/2020

# brcc keystone logo

Baton Rouge Community College

*Academic Affairs Master Syllabus*

Date Approved: 28 August 2020

Term and Year of Implementation: Fall 2020

**Course Title:** Quality

**BRCC Course Rubric:** PTEC 2073

**Previous Course Rubric**: PTEC 207

**Lecture Hours per week-Lab Hours per week-Credit Hours**: 3-0-3

**Per semester: Lecture Hours-Lab Hours-Instructional Contact Hours**: 45-0-45

**Louisiana Common Course Number:**

**CIP Code:** 15.0699

**Course Description:** Course Description: Introduces many process industry-related quality concepts including operating consistency, continuous improvement, plant economics, team skills, and statistical process control (SPC).

**Prerequisites:** [PTEC 1312 (or PTEC 1313) or (PTEC 131)] and [PTEC 1322] and [PTEC 1612 (or PTEC 1613) or (PTEC 161)] and [PTEC 1622] with grades of "C" or better

**Co-requisites:** None

**Suggested Enrollment Cap:** 24

**Learning Outcomes.** *Upon successful completion of this course, the students will be able to:*

1. Describe the effects of the quality movement in the United States and how it has impacted economics and customer expectations.

2. Explain the importance of everyone understanding and following procedures, policies and documentation (checklists, log books, etc.) to ensure operating consistency, reduce process variability and waste, and to prevent environmental and safety incidents.

3. Explain continuous improvement and how it is used to optimize processes and/or resolve operational issues.

4. Use process data, control charts, and Quality Tools (QT) to prepare, analyze, and interpret information.

5. Use the team concept to prepare control charts, analyze data and interpret information to determine corrective and/or preventative action(s), given a process scenario.

**Assessment Measures.** Assessment of all learning outcomes will be measured using the following methods:

1. Assessment measures may include, but are not limited to, essays, presentations, speeches, portfolios, performances, individual and collaborative projects, in-class activities, lab reports, homework, computer-based training (CBTs) modules, quizzes, exams, industry-based standards, and/or simulated training activities.

**Information to be included on the Instructor’s Course Syllabi:**

* ***Disability Statement*:** Baton Rouge Community College seeks to meet the needs of its students in many ways. See the Office of Disability Services to receive suggestions for disability statements that should be included in each syllabus.
* ***Grading:*** The College grading policy should be included in the course syllabus. Any special practices should also go here. This should include the instructor’s and/or the department’s policy for make-up work. For example in a speech course, “Speeches not given on due date will receive no grade higher than a sixty” or “Make-up work will not be accepted after the last day of class”.
* ***Attendance Policy*:** Include the overall attendance policy of the college. Instructors may want to add additional information in individual syllabi to meet the needs of their courses.
* ***General Policies*:** Instructors’ policy on the use of things such as beepers and cell phones and/or hand held programmable calculators should be covered in this section.
* ***Cheating and Plagiarism*:** This must be included in all syllabi and should include the penalties for incidents in a given class. Students should have a clear idea of what constitutes cheating in a given course.
* ***Safety Concerns:*** In some courses, this may be a major issue. For example, “No student will be allowed in the lab without safety glasses”. General statements such as, “Items that may be harmful to one’s self or others should not be brought to class”.
* ***Library/ Learning Resources:*** Since the development of the total person is part of our mission, assignments in the library and/or the Learning Resources Center should be included to assist students in enhancing skills and in using resources. Students should be encouraged to use the library for reading enjoyment as part of lifelong learning.

**Expanded Course Outline:**

1. Total Quality Management (TQM) and Economics
2. Soft Skills (Employability Skills)
3. Customer Service and Personal Effectiveness
4. Effective Communication and Team Skills
5. Processes and Systems and Organizational Learning
6. Variance and Operating Consistency
7. Continuous Improvement and Corrective/ Preventive Action
8. Group Problem Solving
9. Statistical Thinking and SPC Basics
10. Data Collection and Control Charts
11. Control Charts, Data Representation, Analysis and Interpretation
12. Process Capability