



BAKER COLLEGE
STUDENT LEARNING OUTCOMES

BUS8130A Quality and Lean Management
3 Semester Credit Hours

Student Learning Outcomes and Enabling Objectives

1. Describe the foundational concepts for total quality.
 - a. Describe total quality principles and foundation.
 - b. Contrast quality theories and theorists.
 - c. Align quality theory with real-world quality problems.
2. Explain quality planning and the strategy for achieving performance excellence.
 - a. Explain the relationship between quality and competitiveness.
 - b. Describe how quality impacts an organization.
 - c. Define how to utilize strengths, weaknesses, opportunities, and threats (SWOT) to develop an organizational quality strategy.
 - d. Clarify how strategic partnerships and alliances can enhance quality.
3. Differentiate customer, employee, and leadership quality principles.
 - a. Describe how quality relates and is defined by the customer.
 - b. Summarize how employee empowerment helps to develop a quality culture.
 - c. Outline how leadership principles and behaviors define and drive quality in an organization.
4. Distinguish the tools used for quality.
 - a. Define the tools for quality.
 - b. Describe leadership's role when deploying quality tools for improvement.
5. Apply lean thinking principles for problem solving.
 - a. Construct how Plan-Do-Check-Act can be used for problem-solving.
 - b. Describe the different lean thinking processes and how they support quality improvement.
6. Explain systems/statistical thinking focus.
 - a. Define the concept of statistical process control (SPC).
 - b. Lists the steps for developing and understanding SPC charts.
 - c. Describe how SPC can be utilized by leaders.
7. Define implementation of quality and how to sustain quality within an organization.
 - a. Understand the requirements for quality implementation.
 - b. Conclude how to sustain quality utilizing standardized processes.
 - c. Describe ISO9000 and Baldrige Award characteristics and how they help to reinforce quality.

Big Ideas and Essential Questions

Big Ideas

- Quality theories
- Quality principles and characteristics of customers, employees, and leaders
- Lean Thinking Principles
- Use of Statistical Process Control
- Implementing and sustaining quality

Essential Questions

1. How do quality theories compare and contrast to support a quality foundation?
2. How do customers, employees, and leaders relate to quality principles and practices?
3. How can lean thinking be used for quality problem solving?
4. How can we utilize Statistical Process Control to assess and improve quality?
5. What are the key stages for implementing quality and how is sustained in an organization?

These SLOs are not approved for experiential credit.

Effective: Fall 2022