

School of Business & Information Technology (BIT) Central New Mexico Community College (CNM)
COURSE SYLLABUS [Spring 2010]

Course Name: BA 1151 Fundamentals of Continuous Quality Improvement

Section Number: 51 (CRN 80513)

Class Days/Time/Location: February 16 – March 28, 2010: Distance Learning

Course Credits: 5 weeks, 15 hours, 1 credit hour

Instructor: Brian Cooke, Senior Leader Email: bcooke@irislearning.com Phone: 505-332-1626
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NM 87190

Office Hour: On line via email

Web address: www.irislearning.squarespace.com/download

Course Prerequisite: RDG 0750 or Accuplacer Reading score of 69 or equivalent or school approval

Texts & Supplies

Recommended text: [W. Edwards Deming, *The New Economics*](#)

This book is recommended for students who are deeply interested or actively pursuing employment or career advancement in a quality-related role. It is intended to complement and enhance the instructor's lessons. It is not required to earn an "A" grade in this course.

Course Description & Pre- or Co-requisites

This course focuses on clarifying customer expectations for service and product quality; choosing quality standards for business performance; selecting measures and indicators of quality and customer satisfaction; assessing effective ways to determine customer satisfaction and improve quality based on customer feedback; and, plan for practical application of quality principles and measures.

Student Learning Outcomes

Students completing this course will:

1. Describe the critical connections between quality measurement, organizational effectiveness, customer satisfaction, and employee performance in today's competitive economy.
2. Explain how quality measurement is a powerful strategic management tool.
3. Use data driven measurement tools.
4. Identify key quality indicators for customer satisfaction and/or system performance in a specific organization.
5. Demonstrate practical application of quality measurements in a specific organization or personal life.

Attendance/Tardy/Withdrawal/Drop Policies

This course is governed by the CNM Attendance policy on pg. 34 of 2007-2009 Catalog.

The instructor will not drop you. If you do not plan to complete the course, it is your responsibility to drop/withdraw from the course in order to avoid a grade of "F". Important dates, deadlines and the last day to drop this course can be found at <http://www.cnm.edu/depts/enrollment/registration/importantdatesanddeadlines.php>.

Grading

The following will be used to determine your grade in this course:

	%
Final Exam	100%
Total	100%

The following scale is used to assign course grades:

Percentile Range	Grade
91-100	A
81-90	B
71-80	C
61-70	D
Below 61	F

Note: Each student's final grade is determined solely by their score on the final exam. A final grade of "D" or "F" is not acceptable for this course if it is required for graduation or as a prerequisite for other courses. A final grade of "D" or "F" requires repeating this course.

Late/Make-up/ Policies

Students are expected to download and read weekly lectures/lessons: www.irislearning.squarespace.com/download
The final exam/correspondence problem is due by **March 28th**. Please send the completed exam/correspondence problem to the instructor via email at the end of the course. The completed exam/correspondence problem may also be sent via US mail but must be received by the specified deadline.

Course Codes & Policies

The codes and policies of this course are governed by the Academic Policies found on pp. 34-39 of the 2007-2009 Catalog and the Student Code of Conduct found on pp. 382-392 of the 2007-2009 Catalog. The catalog may be accessed online at <http://www.cnm.edu/coursecatalog/index.php>.

Special Needs: Special Services is a department that can provide students with documented disabilities the accommodations they might need. It is also a department that can help students who think they might have a disability. Students needing accommodation in an academic setting must contact Special Services at 224-3259.

Syllabus & Class Schedule: The syllabus and class schedule are subject to change by the instructor. Changes will be made with as much advance notice as possible.

Student Resources/Advisement/Graduation

The School of Business & Information Technology (BIT) has an A-Z listing of resources and links for advisement and graduation which can be found at <http://www.cnm.edu/depts/bit/resources/>.

In addition, BIT has an Achievement Coach, Kim Jeffries, is available to help you in SB 212. Please drop by to get acquainted with her or email Kim at fjeffries@nm.edu to set an appointment to understand how to use BIT and CNM services. Please take advantage of what we have to offer, particularly if you have concerns about your school work or other problems that are interfering with school.

Optional Items:[These and other items may be added at your discretion]

Business Resource Centers (BRC) are available for students to work on distance learning, homework assignments, class projects, and for one-on-one assistance. A limited number of textbooks are available for student use while in the BRC. The BRCs are located as follows: Main: SB-210, Montoya: H-124. Days and times of operation may be found at <http://www.cnm.edu/depts/bit/brc/index.php>.

Academic Dishonesty

Academic dishonesty hurts everyone involved. Forms of dishonesty are collaboration during in-class exams; receiving assistance from others on take-home quizzes and exams; sharing completed assignments. The Dean of Students will be contacted to determine the proper measure to be taken on a case-by-case basis.