

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

Course Name: BA 1152 Quality Tools

Section Number: 51 (CRN 80514)

Class Days/Time/Location: March 29 – May 1, 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
Iris Learning, P.O. Box 3425, Albuquerque, 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: [GOAL QPC, The Memory Jogger](#)

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: recognizing and understanding applications for quality tools; developing skill and confidence in using quality tools; selecting and integrating quality tools to improve a specific work process; and planning for practical application of quality tools. The quality tools introduced include: affinity diagram, histogram, run chart, pareto chart, cause-and-effect diagram, relations diagram, force field, scatter diagram, and control charts.

Student Learning Outcomes

Students completing this course will:

1. Select and integrate multiple quality tools to improve a specific system or process.
2. Define statistical process control.
3. Describe potential applications for quality tools that improve employee productivity, organizational effectiveness and customer satisfaction.
4. Identify opportunities for implementation of quality tools 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.com/college/download.htm. The final exam/correspondence problem is due by **MAY 1st**. Please send the completed exam/correspondence problem to the instructor via email at the end of the course. The exam/correspondence problem may also be sent via US mail but must be received by the specified deadline. There will be **NO EXTENSIONS** for late or incomplete work in this course.

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.