Course Outline

COURSE: IT 116  DIVISION:  50  ALSO LISTED AS:

TERM EFFECTIVE: Spring 2014  Inactive Course

SHORT TITLE: PROCESS IMPROVEMENT

LONG TITLE: Introduction to Process Improvement

<table>
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<th>Units</th>
<th>Number of Weeks</th>
<th>Type</th>
<th>Contact Hours/Week</th>
<th>Total Contact Hours</th>
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<tr>
<td>2</td>
<td>18</td>
<td>Lecture</td>
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<td>Lab</td>
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COURSE DESCRIPTION:

An introduction to quality environment in the work place. Students will learn how to work as a team, solve problems, communicate effectively, gather and record data and interpret a variety of charts. ADVISORY: Mathematics 205.

PREREQUISITES:

COREQUISITES:

CREDIT STATUS: D - Credit - Degree Applicable

GRADING MODES

L - Standard Letter Grade

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

02 - Lecture and/or discussion

STUDENT LEARNING OUTCOMES:

1. Participate effectively as a member of a team.
2. Analyze work situations and identify and solve problems.
3. Analyze and interpret various charts, tables and diagrams.
4. Work with a team to improve manufacturing and service industry processes.
CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS

Inactive Course: 10/28/2013

1-2 Course Introduction
Important of qualify in manufacturing and service industries.
Assignments: Chapter 1 - Introduction
Prepare situational role play
The students will:
- gain a vocabulary of quality terms
- relate quality to employer needs
- discuss employee roles in a quality environment

2-3 4 Practical process improvement concepts:
Assignments: Chapter 2 - Quality Improvement Basics
Prepare situational role play
The students will:
- distinguish between processes and systems
- apply the scientific method
- identify customers and suppliers in processes
- analyze sources of error in processes
- distinguish between common and special causes of variation.

4-5 4 Reading Charts
Assignments: Chapter 2 - Tools of Scientific Approach
Prepare situational role plays
The student will:
- work as a team to interpret top-down and detailed flow charts
- interpret Pareto Charts
- work as a team to develop cause and effect diagrams

6-7 4 Identifying and Selecting Process Improvement Projects
Assignments: Chapter 2-4
Prepare situational role plays
Select and identify issues for a team project
Develop mission, ground rules, and process for project
The students will:
- discuss the meaning of consensus
- participate in brainstorming, multivoting, and nominal group technique activities
- communicate effectively as a team member
- identify guidelines for effective meetings

9-10 4 Problem Solving
Assignments: Chapter 5
The students will:
- identify five crucial improvement effort activities
- participate in a five stage plan for process improvement
- select appropriate strategies for problem solving

11-13 6 Working Together as a Team
Assignments: Chapter 6
Prepare role-playing activities
Work as teams on selected project
Students will:
- identify stages of team growth
- discuss ground rules for successful teams
- work through group problems
- give constructive feedback
- identify and solve common team problems
- gather data

14-16 6 Project Development
Assignments: Chapter 7
Prepare situational role plays
Students will:
- work in teams on project development
- visit and analyze activities in the work place
- participate in team building activities

17 2 Project Presentation
Assignments: Prepare critiques of team reports
Students will:
- present results of project

18 2 Final Exam
Included in content.

METHODS OF INSTRUCTION:
Lecture/Discussion/Teamwork

REPRESENTATIVE TEXTBOOKS:
To be determined.

ARTICULATION and CERTIFICATE INFORMATION
Associate Degree:
CSU GE:
IGETC:
CSU TRANSFER:
Transferable CSU, effective 199670
UC TRANSFER:
Not Transferable

SUPPLEMENTAL DATA:
Basic Skills: N
Classification: I
Noncredit Category: Y
Cooperative Education:
Program Status: 1 Program Applicable
Special Class Status: N
CAN:
CAN Sequence:
CSU Crosswalk Course Department: IT
CSU Crosswalk Course Number: 116
Prior to College Level: Y
Non Credit Enhanced Funding: N
Funding Agency Code: Y
In-Service: N
Occupational Course: C
Maximum Hours:
Minimum Hours:
Course Control Number: CCC000456098
Sports/Physical Education Course: N
Taxonomy of Program: 095600