

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

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
2	18	Lecture:	2	36
		Lab:	0	0
		Other:	0	0
		Total:	2	36

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 quality 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