

Montgomery County Community College
WDCBC 3503
Quality Assurance and Continuous Improvement
0-21-0

Course Description:

Train employees on how to develop performance metrics and how to hold themselves accountable as well as understand Quality and Process Improvement.

Requisites:

Previous Course Requirements

None

Previous or Concurrent Course Requirements

None

Course Comment(s)

None

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Develop of Metrics.	Performance measurement training.	Evaluation of material learned will be developed by the company CEO, Executive Team and the instructor in on-the-job performance.
2. Create A Continuous Improvement Plan.	Identify wastes in processes.	
3. Measure Accountability and Responsibility.	Develop and execute a deployment plan to increase activity.	
4. Increase Productivity.	Develop and execute a deployment plan to increase activity.	

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria.*

Sequence of Topics:

1. Course Introduction
2. Development of metrics
3. Develop a continuous improvement plan
4. Mechanisms to hold workers accountable and responsible for work
5. Ways to increase productivity

Learning Materials:

Material will be provided by instructor.

Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

Course Approval:

Prepared by: Gary Hines

Date: 7/30/18



Jim Fox, Executive Director, Workforce Development
Compliance Verification:

Date: 7/30/18

Revised by:

Date:

Jim Fox, Executive Director, Workforce Development
Compliance Verification:

Date:

This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.