COURSE TITLE: Quality Management

COURSE NUMBER: BBM 355

I. COURSE OBJECTIVES:

Each student will:

1. Assess the work environment to determine criteria necessary to change into a quality-oriented supplier.

2. Develop and lead teams to enhance corporate mission through involvement/empowerment.

3. Utilize delegation techniques.

4. Improve communication skills.

5. Establish statistical criteria to monitor processes.

6. Prevent roadblocks which inhibit a quality atmosphere.

7. Apply concepts to enhance careers, businesses and lives.