

Fanshawe College

FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

Documentation (Approvals etc...)

Quality Assurance Advanced Management

2011

QAM1 Curriculum Modification for 2012-13

Fanshawe College

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REGISTRAR

PROGRAM/CURRICULUM "RATIONALE FOR CHANGES"

All requests for changes to programs of instruction must be submitted to the Registrar's Office by December 1st each year for changes to be implemented for the following September intake. All changes require the approval of the Dean and possibly the VPA's Office, if significant.

REMINDER: We need to ensure that changes are made properly and in a timely manner to: maximize student success; optimize employment preparation; meet all quality and integrity responsibilities to MTCU, PQAPA and our Board of Governors; and meet community expectations.

- ↳ The **Program/Curriculum "Rationale for Changes"** should be completed using this template and all areas must be completed. An electronic copy of this document should be submitted to the Registrar's Office.
- ↳ The Dean/Chair responsible for the program should consult with other affected schools and obtain the appropriate sign-offs on a paper copy of this document. Once all consultations and sign-offs have occurred, the paper copy should be submitted to the RO
- ↳ Course Request Forms must also be submitted electronically to Strategy and Planning for all new courses. These will be forwarded to Scheduling following approval of the changes by the Dean and possibly the VPA's Office.

1.0 Program Requiring Changes

Program Title:	QUALITY ASSURANCE ADVANCED MANAGEMENT	
Program Alpha & Number:	QAM 1	
Effective Catalog Year:		

Please answer each of the questions below, if applicable. Missing or incomplete information may delay approval and/or implementation of the proposed changes.

2.0 Rationale for Changes

2.01 Provide a brief description of the reasons for the proposed changes.

TECHNICAL CORRECTION - TA DOES NOT MATCH TO PROGRAM PROPOSAL - FOR MGMT-1182.

2.02 Students

- Are changes a response to student feedback? Or our Programs Data Report - Weak Factors? (summarize how changes address this issue)
- How will changes affect student learning and success? (describe evidence to support this)
- How will changes affect cost of the program for students? (e.g., materials fees; equipment fees - laptop program; OSAP implications)
- How will changes affect the flow of the program?

2.03 Relationship of Program to Industry

- How do changes reflect trends in the field or in industry? (Provide data regarding industry and/or professional trends.)

2.04 Program Learning Outcomes

- How do the changes align with Ministry outcomes? (Provide a copy of the completed program map indicating gaps/overlaps that are being corrected)

2.05 Relationships with Other Fanshawe College Programs

- Is this course in a laddered program or part of any other Fanshawe College program?

2.06 Relations with Other Post-Secondary Programs

- How will the changes affect transfer agreements with other post-secondary institutions?
- What discussions have been initiated with these institutions regarding the changes?

2.07 Changes on Fit of Program with general College Requirements for Programs

- How do changes affect the fit of the program with the College's strategic plan, program mix, general education requirements, marketing?
- Are changes consistent with Colleges policies/practices? (Identify specific areas where policies/practices need to be altered if program changes approved.)

3.0 Consultation Regarding Proposed Changes

3.01 Consultation With Program Advisory Committee

- Indicate feedback from the program advisory committee regarding the changes.

3.02 Consultation With Other Programs/Schools/Services

- What programs/schools/services have been consulted?
- What feedback and suggestions have been offered through consultation?

4.0 Resource Implications of Proposed Changes

4.01 Staffing

- Outline all staffing consequences, both for the program and related areas.

4.02 Services

- Outline all consequences on other areas.

4.03 Space or Technology Requirements

- Outline how changes affect space and/or technology requirements.

4.04 Budgetary Implications

- Outline budgetary implications (include consequences on other schools such as increase/decrease in teaching hours required)
- Outline changes to materials fees.

Approvals: Chair of School and Dean of Faculty; possibly VPA's Office, if significant

Approved

Not Approved / Requires Changes

NOV 22 2011

Chair of School/Campus (signature)

Date

Dean of Faculty (signature)

Date

Chair of Servicing School, if required (signature)

Date

Vice-President, Academic, if required (signature)

Date

MGMT-1182 Customer Satisfaction and Supplier Development

(24 hours)

Description

This course explains the relationship between Customer Satisfaction/Supplier Development and the various international ISO standards commonly used in North America. As preparation for this course, you must have taken and successfully completed MACH-5012 ISO Management Systems and MACH-5015 Quality Audit Methods.

Learning Outcomes

Upon completion of the course, the student will be able to:

1. Describe the various forms of Customer Feedback/Satisfaction, and select a method of assessment appropriate for the business
2. Design a survey instrument for obtaining and assessing customer feedback
3. Determine the level of Customer Satisfaction as a result of the survey instrument/process
4. Describe the need for proper supplier qualification/development
5. Describe the requirement and method to conduct supplier performance monitoring
6. Apply the Quality Audit methodology to the supplier development process
7. Apply problem solving techniques to define improvement strategies

Instructional Format

The instructional format for this course will include:

Lecture, Group discussion, Questionnaires, Case Studies and Practical Exercises

Resources:

ISO 9000 Essentials text, Course Book

Assessments:

Method	Percentage
Quiz #1	10%
Quiz #2	10%
Quiz #3	10%
Assignment #1	10%
Assignment #2	15%
Participation	10%
Self-Evaluation	10%
Final Exam	25%
Total	100%

Team Program Proposal

Degree Audit Report

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Catalog: 2012/2013

Program: QAS2
Department: BMG - Business & Technology
Academic Level: CE
CCD: 6 - Locally Determined-Min 300 Hrs

Name: Quality Assurance

Grade Scheme: LG2
Major: QAS2 - Quality Assurance
Co-Op Indicator: N/A

Div: CED - Continuing Education Division

Academic Program Requirement

Total Credits: 19.00 **Residency Reqmt:** 5.00
GPA Requirement: 2.000 **Residency Reqmt GPA:** 2.000
Minimum Grade: D

Academic Requirement: QAS2.12 Quality Assurance

Major: QAS2
Grade Scheme: LG2
Minimum GPA: 2.00000
Minimum Grade:

OK Mike

Subrequirement: Level 1

Take all of the following Mandatory Courses:

		Total Hours	Total Credits	GE
MACH-5012	ISO Quality Standards ✓	24.00	2.00	
COMM-1009	Communications for Quality Assurance ✓	45.00	3.00	
MGMT-1190	Quality Principles & Team Building	33.00	2.00	
MGMT-1183	Continuous Improvement & Benchmarking ✓	33.00	2.00	
MGMT-1184	Basic QA Tools & Problem Solving ✓	24.00	2.00	
MACH-5015	Quality Audit Methods ✓	24.00	2.00	
MATH-3026	Statistical Methods ✓	45.00	3.00	
MGMT-5019	Planning for Quality ✓	36.00	3.00	

Subrequirement: Check Residency

Students Must Complete a Minimum of 5 of the Program Credits at Fanshawe to meet the Residency Requirement and Graduate from this Program.

Approved By Chair/Manager: *[Signature]*

NOV 22 2011 *ce*
 Department and Date:

Approved by Dean: *[Signature]*

Nov 25/11
 Date:

General Education Approved By(as appropriate):

Date:

H. St. James 1/12