

BROOME COMMUNITY COLLEGE
Binghamton, N.Y.

Course Title Senior Seminar II SQC 201

Class Lecture Hrs. 1 Laboratory Hrs. 0 Credit Hrs. 1

Division Dean Approval Julie Peacock

Dept. Chairman Approval Paul O'Heron DATE December 2004

Prerequisite: (Last Course or Courses)

None

COURSE OBJECTIVES, CONTENT AND LEARNING GOALS:

Identify Your Course Objectives:

1. Understand the general principles and successful implementation of a QA program.
2. Demonstrate how to contact and speak with QA professionals in various industries.
3. Identify components of an existing organization's QA program.
4. Demonstrate how to assess an existing organization's QA practices.
5. Relate theoretical Quality Assurance principles to existing QA practices in various industries.
6. Compare QA principles and practices between organizations in the same and in different industries.
7. Provide an opportunity for students to question QA professionals concerning issues such as:
 - The position of the QA department in their employers' organizational charts.
 - The best methods for interacting with others within a quality department and among various other departments of an organization.
 - Managing employees who may be very diverse in terms of skills, education and demographics.
 - The role of communication and teamwork in the pursuit of quality and ideas for facilitating communication and teamwork.

List Course Content/Topics:

1. Students will visit local organizations in several industries and compare quality practices observed on tour to the textbook and simulation models taught in other classes.
2. Students will listen to speakers from local organizations, discuss with them how QA programs are implemented in those particular industries, and compare to the textbook and simulation models taught in other classes.
3. Students will listen to speakers discuss local career options in QA and compare with the students personal post-graduation expectations.

Specify Intended Student Learning Outcomes: At the conclusion of this course students will.....

1. Understand how to contact and communicate with QA professionals.
2. Identify the QA principles and practices employed in an existing organization's QA program.
3. Be able to compare theoretical QA principles with actual implementations to critically assess the existing practices.
4. Be able to compare QA programs between organizations and determine why each one chose particular strategies, and whether those strategies are appropriate.
5. Demonstrate, through their writing, increasing levels of confidence in their ability to assume the role of a QA professional.

Catalog Course Description:

Guest speakers discuss common problems quality assurance students encounter. Student contact with industry is established through field trips.

1 Class Hour