Common Course Numbering System

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Searching Current Courses For Summer 2015

Course: PRO 230
Title: Quality in Process Technology
Long Title: Quality in Process Technology
Course Description: Provides an introduction to the field of Quality within the Process Industry. This course will introduce many process industry-related quality concepts including operating consistency, continuous improvement, plant economics, team skills and statistical process control (SPC).
Min Credit: 3
Max Credit:

Status Notes: s@ new course 4/26/05
Origin Notes: RRCC

STANDARD COMPETENCIES:

I. Discuss the history of the quality movement in the United States and the state of the movement in the process industry today.

II. Describe the impact of quality on the organization`s economic performance.

III. Describe what is meant by ¿Meet or exceed customer expectations.¿

IV. Employ personal effectiveness techniques.

V. Understand and use effective system communication techniques to ensure operating consistency and reduce variability in the process.

VI. Function as an effective team member.

VII. Discuss the principles associated with process orientation and system thinking and theory.

VIII. Contribute to the establishment and success of a learning organization.

IX. Demonstrate how to follow procedures and policies in order to ensure operating consistency, reduce variability in the process, reduce waste, and prevent safety incidents.

X Use continuous improvement methodology to optimize processes.

XI. Take preventive or corrective action to ensure operating consistency, reduce variability in the process, reduce waste, and prevent process safety incidents.

XII. Use problem solving and decision making techniques to identify areas for improvement and to correct process deficiencies.

XIII. Use Quality Tools and team problem solving to resolve a real-world, process industry dilemma.

XIV. Use basic statistics in one`s work, as necessary.

XV. Collect valid and reliable data to use in the analysis of process problems or to plan for process improvement.

XVI. Represent, analyze, and interpret process data using various types of control charts.

XVII. Represent, analyze, and interpret process data using a variety of Quality Tools.

XVIII. Use process capability data in one`s work as necessary.

XIX. Apply data collection, representation, analysis, and interpretation skills in a real-world, process industry scenario.

TOPICAL OUTLINE:

I. TQM and Economics

II. Customer Service and Personal Effectiveness

III. Effective Communication and Team Skills

IV. Processes and Systems

V. Organizational Learning

VI. Variance and Operating Consistency

VII. Continuous Improvement and Corrective/ Preventive Action

VIII. Group Problem Solving

IX. Statistical Thinking and SPC Basics

X Data Collection and Control Charts

- A. Control Charts
- B. Data Representation
- C. Analysis and Interpretation

XI. Process Capability

RELEASE: 8.5.3