

## Master Syllabus

### OPT 2223 - Quality Systems & Auditing

**Division:** Science, Mathematics and Engineering

**Department:** Operations Technology

**Credit Hour Total:** 2.0

**Lecture Hrs:** 1.0 **Lab Hrs:** 2.0

**Date Revised:** December 2012

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### Course Description:

Course will prepare students to understand the standards, requirements and implementation strategies of major quality systems including ISO, QS and AS. Additional focus on development and implementation of internal auditing programs. One classroom, two lab hours per week.

### General Education Outcomes:

- ▣ Oral Communication
- ▣ Written Communication
- ▣ Critical Thinking/Problem Solving
- ▣ Values/Citizenship/Community
- ▣ Computer Literacy
- ▣ Information Literacy

### Course Outcomes:

#### Determine Readiness for Quality Standards

Demonstrate the ability to determine an organization's conformance to quality standards.

**Assessment Method:** Locally developed exams

**Performance Criteria:** 70% of students correctly answer at least 70% of applicable exam questions.

#### Documentation of Quality Systems

Demonstrate proficiency in documenting efficient quality systems.

**Assessment Method:** Locally developed exams

**Performance Criteria:** 70% of students correctly answer at least 70% of applicable exam questions.

#### Understand Quality Standards

Demonstrate a basic understanding of all the areas covered by the quality standards.

**Assessment Method:** Locally developed exams

**Performance Criteria:** 70% of students correctly answer at least 70% of applicable exam questions.

### Outline:

Auditing Overview  
Auditing Concepts  
Documentation  
Team Roles  
Team Dynamics  
Continuous Improvement  
Auditing Tools