Upon successful completion of this course, students should:

Be able to manage their own time, meet deadlines and properly prepare for meetings.

Processes:

1. Be able to determine internal customers and owners involved in processes.
2. Be able to map processes (flowcharting).
3. Identify common barriers to process improvement.
4. Be able to determine moments of truth and bottlenecks in processes.

Data Collection - Understand the purpose of the tool, be able to translate raw data to tools, analyze data, and connect analysis with process improvement.

1. Brainstorming
2. Customer surveys (internal and external customers)
3. Check sheets
4. Control charts
5. Pareto charts
6. Histograms
7. Cause and Effect Diagrams

Be able to set and evaluate benchmarks

Some minor emphasis will be placed on using teams in improving processes.

1. Understand how teams are used to improve processes.
2. Identify common stages of development of teams, and common obstacles to success.
3. Know effective strategies for overcoming obstacles in team interactions.

Further, this course should contribute to the continued development of the following skills which are critical for the success of any Business Administration graduate:

Logical thinking/decision making, Self management, Leadership, Communication, Process (general and/or technical), Computational skills (mathematical logic), Team building and partnering