

Major: BMM Quality Management

	Assessment Method & Procedures	Data Collection Frequency
Program Learning Outcome 1.		
Outcome 1.1. Initiate quality assessment methodology for assigned products or services, analyze process variability, communicate the results and test protocol with other stakeholders.	Report writing with the use of visuals as persuasive tools - assess clarity of idea - this is assessed in sr level classes across the curriculum	Annual
	Case study analysis to evaluate the situation and create an appropriate solution in written format	Annual
	Survey focused employers of our graduates regarding the performance to solve problems in the workplace	Triennial
Program Learning Outcome 2.		
Outcome 2.1 Solve assigned quality related problems and resolve issues, build consensus in groups and disseminate the outcomes with result tracking.	Assessment in capstone course the familiarity with continuous improvement of quality models	Annual
	Assess the ability to decide on the appropriate statistical method to use	Annual
	Survey taken by employers of our graduates regarding the performance to embrace continuous improvement models	Triennial
Program Learning Outcome 3.		

Outcome 3.1 Review performance of team members and lead them to embrace quality excellence by using persuasive leadership skills.	Case study analysis to measure application of techniques and analyze the problem and then create an appropriate solution in written format. The use of quality audio-visual components to enhance the persuasion of the argument will be assessed.	Annual
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Program Learning Outcome 4.

Outcome 4.1. Evaluate the quality of products or services relative to external (ISO, State and Federal Regulations) and internal standards (benchmarks, published protocols, specifications); report the outcomes.	Case study analysis to evaluate quality within the perspective of internal and external measure application of techniques and analyze the problem and then create an appropriate solution in written format. The use of quality audio-visual components to enhance the persuasion of the argument will be assessed.	Annual
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Program Learning Outcome 5.

Outcome 5.1. Integrate continuous improvement models (PDCA, LEAN, Six Sigma, etc.) for ongoing increase of profitability.	Assessment in capstone course the familiarity with continuous improvement models	Annual
	Survey focused employers of our graduates regarding the performance to embrace continuous improvement models	Triennial

Program Learning Outcome 6.

Outcome 6.1. Implement appropriate task oriented software and hardware choices to communicate ideas and results clearly.	Use appropriate software to produce and present summarized data in a clear and concise format to drive the ability to persuade others in a written format to accept a recommendation.	Annual

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Reporting Timeframe	Results	Planned Improvements Based on Results
2015	60% students get an grade of "good" or better <5% students get a grade of "poor" in work performed in Comm 3008 Business Writing	Integrate results in updating the curriculum
2015	>50% students get "A" <10% students get "D" on the Final Case Study in MGMT 3250 Operations Management	Integrate results in updating the curriculum
2017	85% of employers report a result of "good" <5% of employers report a result of "poor"	Integrate results in updating the curriculum
2015	>85% of students receive a grade of A and <5% of students receive a grade of D or less for the Group Assigned Case Study in BM 3025 Lean Six Sigma	Integrate results in updating the curriculum
2015	60% students get a grade of "good" or better, <5% students get a grade of "poor" in a case study in BM 3034 Applied Quality	Integrate results in updating the curriculum
2017	85% of employers report a result of "good" <5% of employers report a result of "poor"	Integrate results in updating the curriculum

2015	60% students get an grade of "good" or better <5% students get a grade of "poor" in the final case study presented in MGMT 3255 - Logistics and Supply Chain Management	Integrate results in updating the curriculum
2015	60% students get an grade of "good" or better <5% students get a grade of "poor" in the final case study of BM 3008 - Sustainability and Compliance that focuses on quality as part of the regulatory legislation	Integrate results in updating the curriculum
2015	60% students get an grade of "good" or better <5% students get a grade of "poor" for the overall grade assessment in BM 3025 Lean Six Sigma	Integrate results in updating the curriculum
2017	85% of employers report a result of "good" <5% of employers report a result of "poor"	
2015	60% students get an grade of "good" or better <5% students get a grade of "poor" measured in a Case Study in BM 3034 Applied Quality	Integrate results in updating the curriculum