1. Assignments 1-3 and 10-12 of BM3025 are used to evaluate this outcome since they involve
the most common Quality Tools including VSM, SIPOC, VOC, 7 Quality Tools, and Kano Model. The
timeframe for these assignments is bi-annual.

2. The exam covers both leadership and quality management elements. Two attempts are
allowed in the exam. Students who have a grade above A- and passed the assignments are
considered as acceptable. Students with grade B+ or more exceed the class expectation.

3. Students with average Less than B+ in these assignments, but did not get F meet the
expectations. 3. Students who failed in this assignments do not meet expectations.

4. The percentage of students who need improvement is 26% and 4% is not met.
5. The sample size is 25 and the course was offered in the fall of 2019.

6. The performance of students is better comparing to the last time this outcome was assessed, which was in 2018. The
4.7% of students who did not meet the expectation represents only one student. The recommendation is to
continue monitoring students’ performance with respect to this outcome.

7. The learning outcome is achieved when 100% of students exceed the expectations.

8. 5. Students’ performance is not better than the last time this outcome was assessed which was in 2018. There is 76% of
students did not meet the expectation. The plan is to provide students with case studies about different quality
management systems (e.g., ISO).

9. 5. Stakeholders and team members lead to embrace quality excellence by using persuasive leadership skills.

10. 6. Students need to embrace quality excellence and communicate results with their
peers. 6. Students need to communicate the results with their peers.

11. 5. The sample size is 25 and the course was offered in the fall of 2019.

12. 5. The percentage of students who need improvement is 26% and 4% is not met.