

C215 MATERIAL REVIEW GUIDE

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***Please Note: To access the 'Practice Quiz' and 'Flashcards' titles for each chapter, you must be logged in to the Course. ***

Competency 1: Quality Management Methods (16% of Assessment)	Review Chapters 5 & 6
<p>Chapter 5 Power Point Slides (PDF)</p> <p>Chapter 5 Study Guide</p> <p>Chapter 5 Practice Quiz</p> <p>Chapter 5 Flashcards</p> <p>Recorded Webinars for Chapter 5: Complete Review of Chapter Quality Management Methods Total Quality Management The 7 Quality Control Tools</p>	<p>Chapter 5 – Total Quality Management – Topics to Know</p> <ul style="list-style-type: none">✓ Five definitions of Quality✓ Differences between Manufacturing and Servicing Organizations✓ Four Costs of Quality (See Figure 5:1)✓ Quality Gurus and their Contributions to TQM (See Table 5:2)✓ The Philosophy of TQM (See Table 5:3)✓ Seven quality control tools: Use of Quality Tools✓ Plan-Do-Study-Act Cycle✓ Quality Standards✓ TQM Across the Organization
<p>Chapter 6 Power Point Slides (PDF)</p> <p>Chapter 6 Study Guide</p> <p>Chapter 6 Practice Quiz</p> <p>Chapter 6 Flashcards</p> <p>Recorded Webinar for Chapter 6: Statistical Quality Control</p>	<p>Chapter 6 – Statistical Quality Control -Topics to Know</p> <ul style="list-style-type: none">✓ Three categories of Statistical Quality Control (SQC)✓ Sources of Variation (Common & Assignable Causes)✓ Defining Process Capability✓ Process Capability Index (What it represents)✓ Six Sigma and its Five step Plan (DMAIC)✓ Acceptance Sampling
Competency 2: Capacity Planning & Location Analysis (26% of Assessment)	Review Chapters 3, 9 & 10

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