



Course Syllabus

Course #: MGT 2200

Course Name: Customer Service & Auditing

Division: Business Technologies

Class Days:

Class Time:

Location: Classroom:

Laboratory:

Credit Hours: 3

Contact Hours: 3

Lab Hours: 0

Lecture Hours: 3

Instructor:

Office Location:

Phone:

Email Address:

Office Hours:

Division Office/Location: B 104

Division Fax: 419-334-9414

Full-time Contact Person:

Phone(s):

Course Description:

This course introduces the student to customer service management concepts. Vital to the focus on the customer is the area of customer satisfaction. Methods to determine the satisfaction level of customers will be discussed as well as assurance and auditing practices in use in business and industry. Quality standards used in the world today, including ISO-9000, QS-9000, and the Malcolm Baldrige Quality Award will be examined.

Prerequisite(s):

Corequisite(s):

Entry Level Skills and Knowledge:

Required Texts, Supplies and Equipment:

CUSTOMER SERVICE: BUILDING SUCCESSFUL SKILLS FOR THE TWENTY-FIRST CENTURY, THIRD EDITION by Robert W. Lucas
Published by McGraw-Hill.

Pocket Guides:

THE INTERNAL AUDITING POCKET GUIDE by J. P. Russell
Published by A.S.Q.

THE MEMORY JOGGER 9000/2000 by Robert W. Peach, Bill Peach, and Diane S. Ritter
Published by Goal QPC

Grading:

90-100 = A

80—89 = B

70—79 = C

60—69 = D

0—59 = F

Learning Outcomes:

General Education

Technical

1. Be aware of the history and structure of ISO-9000 and QS-9000.
2. Be fully aware of the need to determine customer requirements.
3. Know how to determine customer requirements.
4. Understand ISO-9000-International Quality Management System Standards.
5. Be knowledgeable of how to deal with customer complaints.
6. Understand the concepts and purposes of quality auditing.
7. Understand the terms and definitions used in quality auditing.
8. Know the different types of quality audits.
9. Understand and apply the steps involved in auditing (planning, conducting, and reporting).
10. Understand the key players in quality auditing (auditor, auditee, client).
11. Understand the training and skills required for quality auditors.
12. Be familiar with the different levels of auditors and auditor certifications.

Assessment of Student Learning:

Assessment Project and Measurement in course (if any):

Plan of Work:

Session	Date	Activities
Weeks 1 and 2		Quality Auditing Principles and Practices
Weeks 3 and 4		ISO-9000 and QS-9000 series
Week 5		Chapter 1: What is Customer Service?
Week 6		Chapter 2: Contributing to the Service Culture Chapter 5: Listening to the Customer Midterm due.
Week 7		Chapter 7: Handling Difficult Customer Encounters Chapter 8: Customer Service in a Diverse World
Week 8		Chapter 9: Customer Service via Technology Chapter 12: Encouraging Customer Loyalty Book Report Due
Week 9		Chapter 13: Service Recovery Chapter 14: Focusing on the Future
Weeks 10 and 11		Malcolm Baldrige Award and Other State Awards Final Due.

Course Requirements:

Two Tests	40%
Book Report	20%
Graded Assignments/Project	25%
Class Participation/Webboard	15%

Policies

Course Withdrawing: If for any reason you need to withdraw from this course, be certain that you do so according to College procedure. It is your responsibility to know and follow this procedure. If you simply stop coming to class, without officially withdrawing from the course, your grade is an automatic “F.” Please follow official College procedure for withdrawing from this or any course.

College Academic Policies are located in the College Catalog. A copy of the current catalog may be picked up in any of the division offices or admissions. The list of college policies is also available online at <https://www.terra.edu/register/Collegecat/policies.asp>.

Support Services: The College offers a number of support services to assist in your success in this course and all courses. Among these services are the Writing & Math Center in B105, the Office of Learning Support Services, which coordinates the campus disability services and tutoring programs, the computer labs, and the computers in the atriums.

Any student who feels he/she may need an accommodation based on the documentation of a disability should contact the Office of Learning Support Services privately to discuss his/her specific issues. Please contact the OLSS at (419) 334-8400 X 2208 or visit 100 Roy Klay Hall (Building A) to coordinate reasonable accommodations.

If you have a documented disability and are receiving academic accommodations through the Office of Learning Support Services, please schedule a meeting with your instructor in a timely manner so that we may discuss how these services will be arranged.

Tutoring services are available to students beginning the second week of every quarter. Students requesting tutoring services should obtain a tutor request form from the OLSS in 100 Roy Klay Hall (Building A) or online at the Terra website. Please note that instructor verification and acceptance of the Student Learner Agreement is necessary for all tutoring requests. All requests should be submitted to 100 Roy Klay Hall (Building A).