

Course. PTMA 3460, Auditing Quality Systems  
Professor. Dr. Becky Starnes  
Office Hours. As posted.  
E-mail. [starnesb@apsu.edu](mailto:starnesb@apsu.edu)

Term.  
Course Credit. 3 Hours  
Telephone. (931) 221-1443  
Prerequisites. None

**Course Description.** This course provides a thorough understanding of the standards and principles of auditing and the auditing technique of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. Students will learn how to analyze all elements of a quality system and judge its degree of adherence to the criteria of industrial management and quality evaluation and control systems.

### **Course Objectives/Outline.**

1. Auditing Fundamentals
  - Define, differentiate, and apply the basic terms and concepts of auditing.
  - Analyze the purpose of audits, type of audits, and audit criteria.
  - Apply roles and responsibilities of audit participants and ethical, legal, and liability issues.
2. Audit Process
  - Evaluate and analyze audit preparation and planning processes and procedures.
  - Apply and analyze audit performance, reporting, and follow-up procedures.
3. Auditor Competencies
  - Identify auditor characteristics.
  - Apply resource management and communication techniques and tools.
4. Audit Program and Business Applications
  - Comprehend and apply audit program management.
  - Understand business applications as they apply to audit programs.
5. Quality Tools and Techniques
  - Analyze the fundamental quality control tools.
  - Identify and interpret, and apply problem-solving tools, descriptive statistics, and sampling methods.
  - Understand process capability and the cost of quality.

### **Learning Resource**

1. Required--*The Quality Audit Handbook*, Second Edition, J. P. Russell, editing director, published by the American Society for Quality. ISBN 0-87389-460-X.
2. Recommended--*Juran's Quality Handbook*, Fifth Edition. J. M. Juran, editor in chief, and A. Blanton Godfrey, associate editor, published by the American Society for Quality. ISBN 0-07-034003-X.

**Methods of Facilitation.** Instructional methods include the application of a variety of methods and tools to include informal lectures, small and large group discussions, team exercises, case studies, progress checks, individual student assignments and exams. Each student will participate in an audit team and prepare a quality audit for presentation at the end of the term. This project provides each student the opportunity to apply quality management concepts and tools to a specific organization and demonstrate his/her speaking and writing skills.

**Basis and Methods for Grading.**

1. Multiple-choice/short answer tests. Each test is graded using a 100-point scale. Tests may cover the material in the readings, lectures, case studies, handouts, and films.
2. The oral presentation of an organizational quality audit will be evaluated in accordance with the guidelines discussed by the professor in class.
3. The written report is evaluated for proper grammar, punctuation, spelling, and content.

Summary

Five exams (100 points each)	500 points
Oral presentation of quality audit	100 points
Written quality audit	100 points
Class participation and attitude	100 points
Team peer evaluations	100 points
Other assignments	To be determined

Grading Scale

- 90 percent of the total points or better = A
- 80 to 89 percent of the total points = B
- 70 to 79 percent of the total points = C
- 60 to 69 percent of the total points = D
- 59 percent or less of the total points = F

**Class Policies**

Attendance. Each student should keep the professor informed of his/her attendance issues. Per the 2004-2005 Austin Peay State University Undergraduate Bulletin: “Class attendance is a key attribute to academic success . . . the University requires faculty to report and students who have never attended class (FM—Failure, Never Attended) or those students who stop attending class and are no longer receiving instruction (FA—Failure, Stopped Attendance). Five points are deducted from the attendance, participation, attitude grade for each unexcused absence and three points are deducted for each unexcused late arrival to class. It is the student’s responsibility to verify his/her attendance record by the last day of class.

Academic Dishonesty. Per the 2004-2005 Austin Peay State University Undergraduate Bulletin: “Academic dishonesty may be defined as any act of dishonesty in academic work. This includes, but is not limited to, plagiarism, the changing or falsifying of any academic documents or materials, cheating, and giving or receiving of unauthorized aid in tests, examinations or other assigned work. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. Penalties for academic misconduct will vary with the seriousness of the offense and may include, but are not limited to, a grade of F on the work in question, a grade of F in the course, reprimand, probation, suspension and expulsion.

Disability Policy. Any student who has a disability that may affect his/her academic performance is encouraged to make an appointment with me to discuss this matter or to contact Disability Services at telephone extension 221-6230; voice 221-6278p voice tty.

Caveat. The above schedule and procedures are subject to change.