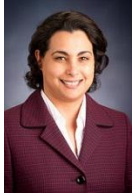




# IT 340.02W QUALITY MANAGEMENT & IMPROVEMENT

## COURSE SYLLABUS: FALL 2014



**Instructor:** Dr. Pelin Altintas-de Leon  
Assistant Professor

**Office Location:** Department of Engineering & Technology  
Charles J. Austin Engineering & Technology Building (AGIT), Room 215

**Office Hours:** MWF 9:00 am – 11:00 am  
TR 3:30 pm – 4:30 pm or by appointment  
This is a web based class and instructor will be available via email. Allow one day for email responds.

**Office Phone:** (903) 468-8117

**Office Fax:** (903) 886-5960 (Inform instructor when a fax is sent)

**University Email Address:** [pelin.altintas-deleon@tamuc.edu](mailto:pelin.altintas-deleon@tamuc.edu)

## COURSE INFORMATION

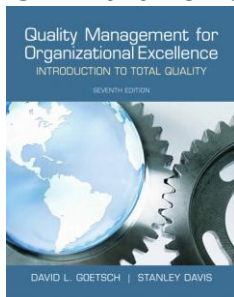
### Materials – Textbooks, Readings, Supplementary Readings:

**Textbook(s) Required:** Quality Management for Organizational Excellence: Introduction to Total Quality, Seventh Edition, David L. Goetsch and Stanley B. Davis

Publisher: Pearson Education, Inc.

ISBN-13: 978-0-13-255898-3

ISBN-10: 0-13-255898-X



**Course Description:** This course examines (1) the primary tools and methods used to monitor and control quality in organizations and (2) the ways in which quality can be improved. Included in the course are such topics as the historical development of quality

management, the seven basic tools for quality improvement, and management strategies for implementing world class quality improvement strategies. Emphasis is also given to control chart analysis and process capability study. Course Prerequisites: IE 201 – Elementary Engineering Analysis or MIS 128 – Business Computing Systems or CSCI 126 – Introduction to Computing.

(2014-2015 Undergraduate Catalog, Texas A&M University-Commerce, <http://catalog.tamuc.edu/>)

### **Student Learning Outcomes:**

1. Identify concepts of quality management and improvement.
2. Develop an understanding of the role of technology, managers, employees, and customers in developing a quality-based workplace.
3. Develop abilities to apply tools and techniques of Total Quality Improvement including, statistical process control, control charts, and quality function deployment techniques.
4. Demonstrate an ability to utilize data gathering and analysis tools as related to process control and process capability.
5. Identify current trends and benchmark organizations related to Quality Management.
6. Understand the ethical issues as related to quality of services and products.

## **COURSE REQUIREMENTS**

### **Instructional / Methods / Activities Assessments**

This is an online course which utilizes facilitated lectures, discussions, quizzes and a series of assignments to assist students in achieving the course learning outcomes. Each week you will work on various readings and quizzes. Some weeks you will be working on specific assignments, activities and discussions. Make sure to check each week's materials. You can submit your assignments/quizzes/exams earlier than due dates. First week material will be available on the first day of class (August 25, 2013). Then, each following weeks' materials will be posted on every Friday at noon (as an example; week 2 material will be available on August 29, 2013).

### Contents of chapters:

- Chapter 1: The Total Quality Approach to Quality Management: Achieving Organizational Excellence
- Chapter 2: Quality and Global Competitiveness
- Chapter 3: Strategic Management: Planning and Execution for Competitive Advantage
- Chapter 4: Quality Management, Ethics, and Corporate Social Responsibility
- Chapter 5: Partnering and Strategic Alliances
- Chapter 6: Quality Culture: Changing Hearts, Minds, and Attitudes
- Chapter 7: Customer Satisfaction, Retention, and Loyalty
- Chapter 8: Employee Empowerment
- Chapter 10: Team Building and Teamwork

Chapter 11: Effective Communication  
Chapter 12: Education and Training  
Chapter 13: Overcoming Politics, Negativity, and Conflict in the Workplace  
Chapter 14: ISO 9000 and Total Quality: The Relationship  
Chapter 15: Overview of Total Quality Tools  
Chapter 16: Problem Solving and Decision Making  
Chapter 17: Quality Function Deployment  
Chapter 18: Optimizing and Controlling Processes through Statistical Process Control  
Chapter 19: Continual Improvement Methods with Six Sigma, Lean, Lean Six Sigma, and More  
Chapter 20: Benchmarking  
Chapter 21: Just-in-Time/Lean Manufacturing (JIT/Lean)

**Quizzes: 60% of total course grade**

Student Learning Outcomes #1 through #6:

There will be total of 12 quizzes. Quizzes will be used to assess a student’s knowledge and skills related to quality management and improvement concepts.

Assessment Method: Quizzes will be given each week to assess the material/topics covered in associated course readings. Quizzes will include multiple choice and true/false questions. Access will be one time and the student will have a limited time to finish each quiz.

**Assignments: 20% of total course grade**

Student Learning Outcomes #3 and #4:

There will be total of 4 assignments throughout the semester. Assignments will include case study analyses and application of quality tools. The assignments will be used to assess a student’s knowledge and skills related to quality management and Improvement concepts. The detail of each assignment will be posted during the semester.

Assessment Method: All the assignments will be given, to assess the quality tools and techniques. All the assignments should be written by using Microsoft Word and Excel. Each assignment paper should be well organized and reference the external sources. Failure to cite the appropriate source can result in zero on the assignment.

**Exams: 20% of total course grade**

Student Learning Outcomes #1 through #6:

There will be two exams; Mid Term Exam and Final Exam. Exams will be used to assess a student’s knowledge and skills related to quality management and improvement concepts.

Assessment Method: Both exams will be comprehensive and designed to assess the material/topics covered related to quality management and improvement concepts. Exams will include multiple choice and true/false questions. Access will be one time and the student will have a limited time to finish the exam.

**Grading**

Final Grade:	A	90 – 100
	B	80 – 89
	C	70 – 79
	D	69 – 69
	F	Below 60

## TECHNOLOGY REQUIREMENTS

This is a web based course. The following technologies will be required for this course.

- Internet access / connection – high speed recommended
- Microsoft Word, Excel, PowerPoint
- Windows Media Player

## ACCESS AND NAVIGATION

This course is delivered by Texas A&M University – Commerce through the eCollege course management system. To get started with the course, go to: <https://leo.tamuc.edu/login.aspx>. You will need your CWID and password to log in to the course. If you do not know your CWID or have forgotten your password, contact Technology Services at 903.468.6000 or [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu)

## COMMUNICATION AND SUPPORT

### Interaction with Instructor Statement:

The communication tools used in this course will be Email and eCollege. Students should communicate with the instructor through the course email tool or directly to the email address provided in this syllabus. The instructor will communicate with students via email through their myLeo email address.

### eCollege Student Technical Support

If at any time you experience technical problems (e.g., you can't log in to the course, you can't see certain material, etc.) please contact the eCollege HelpDesk, available 24 hours a day, seven days a week. The HelpDesk can be reached by:

- **Chat Support:** Click on '*Live Support*' on the tool bar within your course to chat with an eCollege Representative.
- **Phone:** 1-866-656-5511 (Toll Free) to speak with eCollege Technical Support Representative.
- **Email:** [helpdesk@online.tamuc.org](mailto:helpdesk@online.tamuc.org) to initiate a support request with eCollege Technical Support Representative.
- **Help:** Click on the '*Help*' button on the toolbar for information regarding working with eCollege (i.e. How to submit to dropbox, How to post to discussions etc...)

## COURSE AND UNIVERSITY PROCEDURES/POLICIES

### Course Specific Procedures:

#### Course Policies:

- You will be expected to read and comprehend the course syllabus.
- You will be expected to meet all due dates.
- You will be expected to devote at least 5 hours to this course each week.

- You will be expected to check the following week's materials every Friday. This way you would know what to expect and devote your time accordingly.
- You will be expected to use "Dropbox" to turn in your assignments. No homework will be accepted by email.
- No late assignments will be accepted!
- You will be expected to do all the readings throughout the semester. ***Make sure to finish your weekly readings before you take your weekly quizzes. You will not have enough time to go back to your book and to check on your answers!***
- You will be expected to address your class related questions through eCollege where everyone can see it. If you did not understand something, there might be others also did not understand. Your question may help another person.

### **Submitting Assignments:**

Submitted student work must be readable and printable using any Microsoft Suite product. **Any other formats will not be accepted without prior approval.** Students should keep electronic copies of all submitted work.

Electronic file naming convention is: LastName, FirstName Initial(s), CourseNumber, Assignment #, dot FileExtension. Examples to be used for the assignments in this course:

**SmithM-IT340-01W-Assignment1.doc**

### **Academic Dishonesty**

Texas A&M University-Commerce will not condone plagiarism in any form. Plagiarism represents disregard for academic standards and is strictly against University policy. Plagiarized work can result in a "0" on a given assignment(s) or an "F" for the course as well as further administrative sanctions permitted under University policy.

Guidelines for properly quoting someone else's writings and the proper citing of sources can be found in the APA Publication Manual. If you do not understand the term "plagiarism", or if you have difficulty summarizing or documenting sources, contact your professor for assistance.

## **University Specific Procedures:**

### **ADA Statement**

#### **Students with Disabilities:**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

#### **Office of Student Disability Resources and Services**

Texas A&M University-Commerce  
Gee Library- Room 132

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

[StudentDisabilityServices@tamuc.edu](mailto:StudentDisabilityServices@tamuc.edu)

## Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. (See *Code of Student Conduct from Student Guide Handbook* -

<http://www.tamuc.edu/studentLife/documents/studentGuidebook.pdf>).

## COURSE OUTLINE / CALENDAR

WEEK	DATE	ACTIVITY	READING
1	August 25 (First Class Day) August 29 August 31	Week 1 class materials will be available to view. Make sure to read the course syllabus. Week 2 class materials will be available to view. Quiz 1 is due by 11:00pm	Chapter 1 Chapter 2
2	September 1 September 5 September 7	Labor Day/University is closed. Week 3 class materials will be available to view. Quiz 2 is due by 11:00pm.	Chapter 3 Chapter 4
3	September 12 September 14	Week 4 class materials will be available to view. Quiz 3 is due by 11:00pm.	Chapter 5 Chapter 6
4	September 19 September 21	Week 5 class materials will be available to view. Quiz 4 is due by 11:00pm.	Chapter 7 Chapter 8
5	September 26 September 28	Week 6 class materials will be available to view. Assignment 1 and Quiz 5 are due by 11:00pm.	Chapter 15
6	October 5	Assignment 2 and Quiz 6 are due by 11:00pm.	Chapter 16 Chapter 17
7	October 10 October 12	Week 8 class materials will be available to view. Midterm Exam is due by 11:00pm.	
8	October 17 October 19	Week 9 class materials will be available to view. Assignment 3 is due by 11:00pm.	Chapter 18
9	October 24 October 26	Week 10 class materials will be available to view. Quiz 7 is due by 11:00pm.	Chapter 19
10	October 31 November 2	Week 11 class materials will be available to view. Assignment 4 and Quiz 8 are due by 11:00pm.	Chapter 21

<b>WEEK</b>	<b>DATE</b>	<b>ACTIVITY</b>	<b>READING</b>
<b>11</b>	November 7 November 9	Week 12 class materials will be available to view. Quiz 9 is due by 11:00pm.	Chapter 10 Chapter 14
<b>12</b>	November 14 November 16	Week 13 class materials will be available to view. Quiz 10 is due by 11:00pm.	Chapter 11 Chapter 20
<b>13</b>	November 21 November 23	Week 14 class materials will be available to view. Quiz 11 is due by 11:00pm.	Chapter 12
<b>14</b>	November 27 November 28	Thanksgiving Day/University is closed. University is closed.	Chapter 13
<b>15</b>	December 3  December 5	Quiz 12 is due by 11:00pm. Final Exam will be available. Last day of class.	Chapter 13
<b>16</b>	December 11	Final Exam is due by 11:00pm.	