



IE 340.001 – Quality Management & Improvement Course Syllabus: Fall 2016

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Office Hours: MW 2:30 PM – 5:00 PM; or by appointment

Please contact the instructor ahead of time if you plan to visit the instructor's office.

Course Information

Description: Quality Management and Improvement. Three semester hours. 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.

(2016-2017 Undergraduate Catalog, Texas A&M University-Commerce,
<http://catalog.tamuc.edu/undergrad/>)

Prerequisites: IE 201, MIS 128 or CSCI 126 with a minimum grade of C.

Student Learning Outcome:

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

Textbook: Goetsch, David L., Davis, Stanley B. (2013). Quality Management for Organizational Excellence: Introduction to Total Quality, 7th edition, Pearson, Inc (ISBN- 978-0132558983).

Course Requirement

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 29, 2016). Then, each following weeks' materials will be posted on every Friday at noon (as an example; week 2 material will be available on August 2, 2016).

There will be total of 12 quizzes. 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.

There will be total of 4 assignments. Assignments will include case study analyses and application of quality tools. 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.

There will be two exams: midterm exam and final exam. 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

Quizzes:	60%	Final grade:	A	90 – 100
Assignments:	20%		B	80 – 89
Midterm exam:	10%		C	70 – 79
Final exam:	10%		D	60 – 69
			F	Below 60

Technology Requirement

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

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 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

- The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.
- 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.
- One day late assignment is accepted with a 20% grade deduction; after this, no homework 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

University Specific Procedures

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the Student Guidebook.

<http://www.tamuc.edu/admissions/registrar/documents/studentGuidebook.pdf>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: Netiquette

<http://www.albion.com/netiquette/corerules.html>

TAMUC Attendance

For more information about the attendance policy please visit the Attendance webpage and Procedure 13.99.99.R0.01.

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

Academic Integrity

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

Undergraduate Academic Dishonesty 13.99.99.R0.03

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

Graduate Student Academic Dishonesty 13.99.99.R0.10

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/graduate/13.99.99.R0.10GraduateStudentAcademicDishonesty.pdf>

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
Email: Rebecca.Tuerk@tamuc.edu

Website: Office of Student Disability Resources and Services
<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

Nondiscrimination Notice

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

Campus Concealed Carry Statement

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun.

Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the Carrying Concealed Handguns On Campus document and/or consult your event organizer.

Web URL:

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M University - Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

Course Outline / Calendar

Week	Date	Topics	Reading
1	8/29	Week 1 class materials will be available to view	Ch. 1
	9/2	Week 2 class materials will be available to view	Ch. 2
	9/4	Quiz 1 is due by 11:00 pm	
2	9/5	Labor Day (University closed)	Ch. 3
	9/9	Week 3 class materials will be available to view	Ch. 4
	9/11	Quiz 2 is due by 11:00 pm	
3	9/16	Week 4 class materials will be available to view	Ch. 5
	9/18	Quiz 3 is due by 11:00 pm	Ch. 6
4	9/23	Week 5 class materials will be available to view	Ch. 7
	9/25	Quiz 4 is due by 11:00 pm	Ch. 8
5	9/30	Week 6 class materials will be available to view	Ch. 15
	10/2	Assignment 1 and Quiz 5 are due by 11:00pm	
6	10/7	Week 7 class materials will be available to view	Ch. 16
	10/9	Assignment 2 and Quiz 6 are due by 11:00pm	Ch. 17
7	10/14	Week 8 class materials will be available to view	
	10/16	Midterm Exam is due by 11:00pm	
8	10/21	Week 9 class materials will be available to view	Ch. 18
	10/23	Assignment 3 is due by 11:00pm	
9	10/28	Week 10 class materials will be available to view	Ch. 19
	10/30	Quiz 7 is due by 11:00pm.	
10	11/4	Week 11 class materials will be available to view	Ch. 21
	11/6	Assignment 4 and Quiz 8 are due by 11:00pm.	
11	11/11	Week 12 class materials will be available to view	Ch. 10
	11/13	Quiz 9 is due by 11:00pm	Ch. 14
12	11/18	Week 13 class materials will be available to view	Ch. 11
	11/20	Quiz 10 is due by 11:00pm	Ch. 20
13	11/23	Thanksgiving break (University closed)	Ch. 12
14	11/25	Week 15 class materials will be available to view	Ch. 12
	11/27	Quiz 11 is due by 11:00pm	Ch. 13
15	12/4	Quiz 12 is due by 11:00pm Final Exam will be available.	Ch. 13
	12/9	Last day of class	
16	12/11	Final Exam is due by 11:00pm	