



MGT340 QUALITY MANAGEMENT & IMPROVEMENT
Summer II 2024
July 8 - August 8, 2024

Professor Information

Instructor: Marc A. Scott
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Course Information

Materials – Textbooks, Readings, Supplementary Readings and additional reading materials are provided
Software Required: MSExcel, MSPower Point, MSWord
Optional Texts and/or Materials: None

Course Description

Quality Management is a course in which students learn continuous improvement philosophies and methodologies. The focus is on the continuous improvement of processes, relationships, products and services. Students completing this course will be able to establish and improve process baselines in educational institutions, engineering and manufacturing organizations, health care facilities, financial institutions, governmental agencies, and service organizations, Examples of process baselines are safety, customer satisfaction, quality, cycle time, and on-time delivery. **NOTE: The syllabus/schedule are subject to change.**

Course Requirements

Minimal Technical Skills Needed

Using the D2L learning management system, using Microsoft Word, Excel, and PowerPoint

Instructional Methods

This course is delivered in an online format. You will find the majority of the information and materials that you will need to complete the course in this syllabus and on the D2L course management website. However, Live Lessons may be held periodically to allow students to OPTIONALLY log in and be involved in live discussions. If you cannot attend, that is ok, these sessions will be recorded and a link provided so you can watch the session when you are able.

Course Objectives and Measurements

Objectives - After successfully completing this course, students will be able to:	Measurements (Outcome Assessments) Objectives will be measured as follows:
1. Understand Quality Management from a strategic, systems viewpoint and integrate continuous improvement as a part of the strategic management of their respective organizations, thus moving the organizations to Strategic Quality Management (SQM).	Evaluation of: (1) Charter (2) Improvement Plan (3) Final Exam
2. Use Quality philosophies and tools in their personal and professional lives. This will have a positive impact on them individually & as members of work teams, families & society.	Evaluation of: (1) Measuring and Analyzing Data Exercise (2) Initial Findings (3) Project Analysis
3. Design an SQM/TQM system and implementation plan and build the infrastructure to make it work. Elements include: <ul style="list-style-type: none"> ▪ Create the culture needed to successfully implement SQM. ▪ Remove barriers to SQM/TQM (Total Quality Management) implementation ▪ Document, flowchart, and improve processes. This includes eliminating activities that do not add value for customers as well as the concepts of efficiency and effectiveness. ▪ Identify internal and external customers and suppliers and their respective requirements. ▪ Establish process metrics (Key Performance Indicators- KPI's) per customer requirements (safety, quality, on-time delivery, yields, equipment downtime, etc.) ▪ Use improvement tools to identify areas with improvement potential. ▪ Develop an action plan with milestone chart/timeline for SQM/TQM implementation. 	Evaluation of: (1) Charter (2) Project Analysis (3) Improvement Plan (4) Measuring and Analyzing Data (5) Final Exam

Student Responsibilities or Tips for Success in the Course

There are individual tasks required for this course. In addition, there are several graded assignments that will require you to log in regularly into D2L. Participation is expected.

Grading & Assignments Chart

Assignments	Value
Charter	10
Basic Tools	10
Initial Findings	10
Final Project Data Analysis	15
Improvement Plan	15
Improving and controlling the process	15
Final Exam	25
Total	100

Strategic Quality Management Implementation Plan

This is an organization-wide plan for the implementation of a Strategic Quality Management Initiative. Citations are not required. Double space. Use 1-inch margins, 12-point font, and Times New Roman font. A title page is not required. Put your name in the upper right corner of the first page of the plan.

Final Exam

The final exam will be a cumulative review of your knowledge regarding quality management.

Assessments and Assignments

1. Assignments will be submitted in MS Word, Excel or PowerPoint only. Assignments submitted in any other software will not be graded.
2. Submitted assignments must be correctly formatted and free of grammatical and stylistic errors. Students should have some skill with software for word processing, spreadsheets, databases, graphics, and presentations as well as with web browsers and search engines. Spelling and grammatical errors will negatively impact your grade.
3. Assignments must be submitted on time. Assignments are due at the date and time listed. All work and assignments for the entire course will be available on the first day of class. While the syllabus designates specific dates for which work is assigned, you do not have to wait until the assigned date to submit it. You can work at your own pace as long as you submit assignments on or ahead of assignment due dates. You will have until 11:59 p.m. Central time on the assignment due date to submit work.

Technology Requirements

Browser Support

D2L is committed to performing key application testing when new browser versions are released. New and updated functionality is also tested against the latest version of supported browsers. However, due to the frequency of some browser releases, D2L cannot guarantee that each browser version will perform as expected. If you encounter any issues with any of the browser versions listed in the tables below, contact D2L Support, who will determine the best course of action for resolution. Reported issues are prioritized by supported browsers and then maintenance browsers.

Supported browsers are the latest or most recent browser versions that are tested against new versions of D2L products. Customers can report problems and receive support for issues. For an optimal experience, D2L recommends using supported browsers with D2L products.

Maintenance browsers are older browser versions that are not tested extensively against new versions of D2L products. Customers can still report problems and receive support for critical issues; however, D2L does not guarantee all issues will be addressed. A maintenance browser becomes officially unsupported after one year.

Note the following:

- Ensure that your browser has JavaScript and Cookies enabled.
- For desktop systems, you must have Adobe Flash Player 10.1 or greater.
- The Brightspace Support features are now optimized for production environments when using the Google Chrome browser, Apple Safari browser, Microsoft Edge browser, Microsoft Internet Explorer browser, and Mozilla Firefox browsers.

Desktop Support

Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	N/A
Microsoft® Internet Explorer®	N/A	11
Mozilla® Firefox®	Latest, ESR	N/A
Google® Chrome™	Latest	N/A
Apple® Safari®	Latest	N/A

Tablet and Mobile Support

Device	Operating System	Browser	Supported Browser Version(s)
Android™	Android 4.4+	Chrome	Latest
Apple	iOS®	Safari, Chrome	The current major version of iOS (the latest minor or point release of that major version) and the previous major version of iOS (the latest minor or point release of that major version). For example, as of June 7, 2017, D2L supports iOS 10.3.2 and iOS 9.3.5, but not iOS 10.2.1, 9.0.2, or any other version. Chrome: Latest version for the iOS browser.
Windows	Windows 10	Edge, Chrome, Firefox	Latest of all browsers, and Firefox ESR.

- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
 - 512 MB of RAM, 1 GB or more preferred
 - Broadband connection required courses are heavily video intensive
 - Video display capable of high-color 16-bit display 1024 x 768 or higher resolution
- You must have a:
 - Sound card, which is usually integrated into your desktop or laptop computer
 - Speakers or headphones.
 - *For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.
- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: [JAVA web site](http://www.java.com/en/download/manual.jsp)
<http://www.java.com/en/download/manual.jsp>
- Current anti-virus software must be installed and kept up to date.

Running the browser check will ensure your internet browser is supported.

Pop-ups are allowed.

JavaScript is enabled.

Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
 - [Adobe Reader](https://get.adobe.com/reader/) <https://get.adobe.com/reader/>
 - [Adobe Flash Player](https://get.adobe.com/flashplayer/) (version 17 or later) <https://get.adobe.com/flashplayer/>
 - [Adobe Shockwave Player](https://get.adobe.com/shockwave/) <https://get.adobe.com/shockwave/>
 - [Apple Quick Time](http://www.apple.com/quicktime/download/) <http://www.apple.com/quicktime/download/>
- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

ACCESS AND NAVIGATION

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@tamuc.edu.

Note: Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.

COMMUNICATION AND SUPPORT

Brightspace Support

Need Help?

Student Support

If you have any questions or are having difficulties with the course material, please contact your professor.

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778 or click on the [or click on the words "click here"](#) to submit an issue via email.



Live Chat

System Maintenance

Please note that on the 4th Sunday of each month there will be System Maintenance which means the system will not be available 12 pm-6 am CST.

Interaction with Professor Statement

I will make every effort to return your weekly assignments in a few days if all are submitted when due. The remaining assignments usually take about a week to return since they are so extensive.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures/Policies

You are expected to be an active participant in the simulation decisions. Your participation will be evaluated, so please make an effort to learn the material. There will be no Extra Credit opportunities, so do your best every time.

Syllabus Change Policy

The syllabus, found on the last page of this document is a guide. Circumstances and events, such as student progress, may make it necessary for the professor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

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/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx>

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](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

Waters Library- Room 162

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

Fax (903) 468-8148

Email: studentdisabilityservices@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-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

MGT 340 COURSE ASSIGNMENTS / OUTLINE / CALENDAR

Date Monday	Topic/Readings	Work Due
7/8	<p>Class Introduction Academic Honesty Statement</p> <p>Class Zoom Monday, July 8 at 5:30 PM</p> <p>Module 1 - Introduction to Quality Management</p> <p>Read:</p> <p>(1) Reducing Employee Turnover Rate Case Study (2) Chapter 1 Quality Management Systems and Practices Team will be assigned and available in D2L</p> <p>Module 2 – Defining the Problem</p> <p>Read: (1) Improving the Process (2) Read CEO letter (3) Review Kaizen PowerPoint</p> <p>Module 3 – Developing a Charter</p> <p>Read: Developing a Charter Review: Charter Template SUBMIT Project Charter submitted by Team Leader.</p> <p>Module 4 – Measuring and Analyzing Data Download Basic Tools Exercise. Excel Spreadsheet Watch Excel Videos and review PowerPoint slides regarding Data Analysis</p> <p>SUBMIT Basic Tools Assignment</p> <p>Module 5A – QM Tools Read sample situation in content section Review Work Loss Data Review Type of Injury Spreadsheet SUBMIT Initial Findings</p>	<p>Academic Honesty Statement Due Thursday, 7/11</p> <p>Project Charter due 7/12</p> <p>Basic Tools due Friday, 7/12</p> <p>Initial Findings due 7/16</p>
7/15	<p>Class Zoom Monday July 15 at 4:30 PM</p> <p>Module 5B – QM Tools</p> <ol style="list-style-type: none"> 1. <i>Review the Improving the Process Power Point slides</i> 2. <i>Read the Interview transcripts.docx</i> 3. <i>Look at the Facility layout.pptx (look at all three slides)</i> 4. <i>Review the Oil Drop Inspection Tally Sheet.docx</i> 5. <i>Read the Interview Transcripts Part 2.docx</i> 6. <i>Review Training hours.xls (take a look at the action category is when the policy changes)</i> 7. <i>Look at the Type of injury with SOP.xls (SOP is whether the Standard Operating Procedure was being followed)</i> 8. <i>Review the Work Loss Data Sheet.xls</i> 9. <i>Develop an analytical approach that you will follow to investigate each document. List what tool you plan to use to gather usable information from the document. This document is strictly for your use and does not need to be turned in.</i> <p>Module 5C – QM Tools Continued Final Project Data Analysis. See instructions in Course Content section</p>	<p>Module 5B: This document is strictly for your use and does not need to be turned in.</p> <p>Module 5C: Final Project Data Analysis due Friday, 7/19</p>

7/22	<p>Module 6 – Improving the Process Read: (1) Improving the Process PowerPoint (2) Unintended Consequences to Process Changes (PDF)</p> <p>Module 7 – Controlling the Process Review: (1) Work Loss Data After Process Changes file Final Project Summary and Briefing</p>	<p>Module 6: Improvement Plan Due 7/26</p> <p>Module 7: Improving and controlling the process assignment Due 7/26</p>
7/29	<p>Class Zoom Monday July 29 at 4:30PM</p> <p>Final Exam. The Exam opens on Thursday August 1.</p>	<p>Final Project Summary paper due 8/2</p> <p>Final Exam opens Thursday, August 1 at 8 AM</p>
8/5	<p>Final Exam opens Thursday August 1 at 8PM and closes on Tuesday August 6 @ 11:59 PM (CST)</p>	<p>Final Exam closes on Tuesday August 6 @ 11:59pm (CST)</p>