



COURSE TMGT 240 01W

Quality in Technology Management

COURSE SYLLABUS: Spring 2025

INSTRUCTOR INFORMATION

Instructor: Ray Soles, Adjunct

Office Location: Charles J. Austin Engineering & Technology Building

Office Hours: By appointment

Office Phone: 940-390-9453

Office Fax: 903-886-5960

University Email Address: Ray.Soles@tamuc.edu

Preferred Form of Communication: Email

Communication Response Time: Max 48 hours

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

Textbook(s) Required

Quality Management for Organizational Excellence: Introduction to Total Quality

9th edition

Authors: Goetsch, David L., Davis, Stanley B.

Publisher: Pearson

ISBN13: 9780135577325

2021

Course Description

This course is designed to provide the student with tools for quality in technology management, including continuous improvement, quality measurement systems, problem solving, system failure analysis, and corrective actions. Some of the concepts that are addressed are Customer Satisfaction, Process and Quality Standards, and Quality Control Activities. These topics include advanced quality systems such as six

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sigma, ISO 9001 (manufacturing excellence), change management, regulatory affairs, industry specific quality standards (ISO 13485, ISO / IEC 17025, Food Safety), and Root Cause Analysis.

Student Learning Outcomes

1. The learner will demonstrate a high degree of understanding of the role of technology, managers, employees, and customers in developing a quality-based workplace through literature searches, written assignments, discussions, and examination.
2. The learner will develop abilities to apply tools and techniques of Total Quality Improvement including, statistical process control, control charts, and quality function deployment techniques as a result of readings, research, written assignments, discussions, and examination.
3. The learner will demonstrate an ability to utilize data gathering and analysis tools as related to process control and process capability as a result of readings, research, written assignments, discussions, and examination.
4. The learner will identify current trends and benchmark organizations related to Quality Management through readings and discussions.
5. The learner will demonstrate a high degree of understanding of the ethical issues as related to quality of services and products as a result of readings, research, written assignments, discussions, and examination.

COURSE REQUIREMENTS

Minimal Technical Skills Needed

The student is required to have a basic knowledge of and operational proficiency with the MyLeo Online learning management system as well as the software required for this course (see “Technology Requirements”).

Instructional Methods

This is an online course and all assignments, quizzes, Discussion Boards, and Exams will be given out online. With due dates and times given within the instructions.

Student Responsibilities or Tips for Success in the Course

It is the student’s responsibility to review the course material weekly, to meet due dates, and most importantly participate in discussions with all individual thoughts, academic materials, this includes but not limited to the textbook, paper, pen/pencil.

GRADING

Grading Element Summary

The syllabus/schedule are subject to change.

Grading Element	Unit Points	Quantity	Points
Discussion Boards/Participation	15	10	150
Quizzes	25	4	100
Assignments			
Assignment #1: Lean Article	100	1	100
Assignment #2: Project Written Report	150	1	150
Assignment #3: Project Presentation	100	1	100
Exams			
Exam #1	50	1	50
Midterm Exam	50	1	50
Exam #3	50	1	50
TOTAL			800

Grading Scale

Final grades in this course will be based on the following grading scale:

A = 675-750 points

B = 600-674 points

C = 525-599 points

D = 450-524 points

F = 000-449 points

Assessments

This course will have a combination of discussion boards, assignments, quizzes, and exams.

TECHNOLOGY REQUIREMENTS

LMS

All course sections offered by Texas A&M University-Commerce have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are technical requirements

LMS Requirements:

<https://community.brightspace.com/s/article/Brightspace-Platform-Requirements>

LMS Browser Support:

The syllabus/schedule are subject to change.

https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm

Zoom Video Conferencing Tool

https://inside.tamuc.edu/campuslife/CampusServices/CITESupportCenter/Zoom_Account.aspx?source=universalmenu

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

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

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778. Other support options can be found here:

<https://community.brightspace.com/support/s/contactsupport>

Interaction with Instructor Statement

Primary interaction will be during the face-to-face class, and a combination of office hours, zoom meetings, or emails.

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures/Policies

Attendance will be taken at the start of each class period.

Late work **WILL NOT** be accepted.

There is **NO** Extra Credit.

ALL Assignments and Reports will be turned in as Microsoft Word documents.

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There are **NO** re-do's, do overs, or re-submits of **ANY** assignment in TMGT 240

Syllabus Change Policy

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.

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:

<https://www.britannica.com/topic/netiquette>

TAMUC Attendance

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedures 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](#)

[Undergraduate Student Academic Dishonesty Form](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/documents/13.99.99.R0.03UndergraduateStudentAcademicDishonestyForm.pdf>

[Graduate Student Academic Dishonesty Form](#)

<http://www.tamuc.edu/academics/graduateschool/faculty/GraduateStudentAcademicDishonestyFormold.pdf>

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

Students with Disabilities-- ADA Statement

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

Velma K. Waters Library Rm 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>

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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.

A&M-Commerce Supports Students' Mental Health

The Counseling Center at A&M-Commerce, located in the Halladay Building, Room 203, offers counseling services, educational programming, and connection to community resources for students. Students have 24/7 access to the Counseling Center's crisis assessment services by calling 903-886-5145. For more information regarding Counseling Center events and confidential services, please visit www.tamuc.edu/counsel

AI use policy [Draft 2, May 25, 2023]

Texas A&M University-Commerce acknowledges that there are legitimate uses of Artificial Intelligence, ChatBots, or other software that has the capacity to generate text, or suggest replacements for text beyond individual words, as determined by the instructor of the course.

Any use of such software must be documented. Any undocumented use of such software constitutes an instance of academic dishonesty (plagiarism).

Individual instructors may disallow entirely the use of such software for individual assignments or for the entire course. Students should be aware of such requirements and follow their instructors' guidelines. If no instructions are provided the student should assume that the use of such software is disallowed.

In any case, students are fully responsible for the content of any assignment they submit, regardless of whether they used an AI, in any way. This specifically includes cases in which the AI plagiarized another text or misrepresented sources.

13.99.99.R0.03 Undergraduate Academic Dishonesty

13.99.99.R0.10 Graduate Student Academic Dishonesty

COURSE OUTLINE / CALENDAR

Week #	Topic
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1	<ul style="list-style-type: none"> • Class Introduction
2	<ul style="list-style-type: none"> • Ch. 1: The Total Quality Approach to Quality Management • Ch. 2: Quality and Global Competitiveness
3	<ul style="list-style-type: none"> • Ch. 3: Strategic Management • Ch. 4: Quality Mgmt., Ethics and Corporate Social Responsibility
4	<ul style="list-style-type: none"> • Ch. 5: Partnering and Strategic Alliances • Ch. 6: Quality Culture
5	<ul style="list-style-type: none"> • Ch. 7: Customer Satisfaction, Retention and Loyalty
6	<ul style="list-style-type: none"> • Ch. 8: Employee Empowerment
7	<ul style="list-style-type: none"> • Ch. 14: ISO 9000 and Total Quality • Ch. 15: Overview of Total Quality Tools
8	<ul style="list-style-type: none"> • Ch. 16: Problem Solving and Decision Making
9	<ul style="list-style-type: none"> • Ch. 17: Quality Function Deployment • Project Workshop
SPRING BREAK	
10	<ul style="list-style-type: none"> • Ch. 19: Continuous Improvement Methods • Project Workshop
11	<ul style="list-style-type: none"> • Ch. 21: Just-in-Time/Lean Manufacturing • Project Workshop
12	<ul style="list-style-type: none"> • Ch. 18: Statistical Process Control
13	<ul style="list-style-type: none"> • Ch. 20: Benchmarking • Project Workshop
14	<ul style="list-style-type: none"> • Ch. 22: Implementing TQM • Project Workshop
15	<ul style="list-style-type: none"> • Project Presentations
16	<ul style="list-style-type: none"> • Project Presentations
	<ul style="list-style-type: none"> • Final Exam Week

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