**COURSE TMGT 240 01W**

**Quality in Technology Management**
COURSE SYLLABUS: Spring 2026

## INSTRUCTOR INFORMATION

**Instructor:** Ray Soles, Adjunct
**Office Location:** Charles J. Austin Engineering & Technology Building
**Office Hours:** By appointment
**Office Phone:** 903-886-5474
**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

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systems such as six 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 examinations.
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 examinations.
3. The learner will demonstrate an ability to utilize data gathering and analysis tools related to process control and process capability as a result of reading, 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 ethical issues as related to quality of services and products as a result of readings, research, written assignments, discussions, and examinations.

## 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.

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**GRADING**

**Grading Element Summary**

| Grading Element | Unit Points | Quantity | Points |
|---|---|---|---|
| Discussion Boards/Participation | 15 | 10 | 150 |
| Quizzes | 20 | 5 | 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** | | | **750** |

**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 East Texas A&M University 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:
https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm

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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@etamu.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

## STUDENT RESPONSIBILITIES FOR COURSE

### CWID and Password

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@etamu.edu.

### Technology-Related Issues

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 ETAMU campus open computer lab, etc.

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## TECHNOLOGY REQUIREMENTS AND SUPPORT

### Minimal Technical Skills Needed

Students will need reliable computer and internet access for this course.  Students must be able to effectively use myLeo email, myLeo Online D2L, and Microsoft Office.

### Learning Management System (LMS) – D2L

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

- View the [Learning Management System Requirements Webpage.](#)

- Learn more on the [LMS Browser Support Webpage.](#)

### 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 on the [Brightspace Support Webpage.](#)

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## COMMUNICATION AND SUPPORT

### Interaction with Instructor Statement

If you have any questions or are having difficulties with the course material, please contact your instructor. Correspondence will always be through university email (your "myLeo" mail) and announcements in myLeo online (D2L). You will not RECEIVE email through D2L, so be sure to check your ETAMU email for communication. Students are encouraged to check university email daily.

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

### Include the Following in Emails with Instructor:

- Course name and subject in the subject line

- Salutation (Good afternoon, Dr. Jackson)

- Proper email etiquette (no "text" emails – use proper grammar and punctuation)

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- Student name and CWID after the body of the email (possibly add to student signature on email)

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## COURSE AND UNIVERSITY PROCEDURES/POLICIES

**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.

**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 online in the Student Guidebook.

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

**ETAMU Attendance**

For more information about the attendance policy, please view the Attendance Webpage and the Class Attendance Policy

**Academic Integrity**

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

Undergraduate Academic Dishonesty University Procedure 13.99.99.R0.03

Undergraduate Student Academic Dishonesty Form

Graduate Student Academic Dishonesty University Procedure 13.99.99.R0.10

Graduate Student Academic Dishonesty Form

**Use of Artificial Intelligence**

East Texas A&M University 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.

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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

**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**

East Texas A&M University

Velma K. Waters Library Rm 162

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

Fax (903) 468-8148

Email: studentdisabilityservices@etamu.edu

Website: Office of Student Disability Services

**Nondiscrimination Notice**

East Texas A&M University 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 East Texas A&M University 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

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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 ETAMU 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.

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

**East Texas A&M Supports Students' Mental Health – Counseling Services**

The Counseling Center at East Texas A&M University, 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 https://www.etamu.edu/counseling-center/

**Mental Health and Well-Being**

The university aims to provide students with essential knowledge and tools to understand and support mental health. As part of our commitment to your well-being, we offer access to Telus Health, a service available 24/7/365 via chat, phone, or webinar. Scan the QR code to download the app and explore the resources available to you for guidance and support whenever you need it.



## COURSE OUTLINE / CALENDAR

| Week # | Topic |
|--------|-------|
| 1 | • Class Introduction<br>• Discussion Boards/Participation #1 |
| 2 | • Ch. 1: The Total Quality Approach to Quality Management<br>• Ch. 2: Quality and Global Competitiveness<br>• Discussion Boards/Participation #2 |
| 3 | • Ch. 3: Strategic Management<br>• Ch. 4: Quality Mgmt., Ethics and Corporate Social Responsibility<br>• Discussion Boards/Participation #3<br>• Quiz #1: Chapters 1-4 |

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|---|---|
| 4 | • Ch. 5: Partnering and Strategic Alliances<br>• Ch. 6: Quality Culture<br>• Discussion Boards/Participation #4<br>• Quiz #2: Chapters 5-6 |
| 5 | • Ch. 7: Customer Satisfaction, Retention and Loyalty |
| 6 | • Ch. 8: Employee Empowerment<br>• Discussion Boards/Participation #5<br>• Exam #1: Chapters 1-8 |
| 7 | • Ch. 14: ISO 9000 and Total Quality<br>• Ch. 15: Overview of Total Quality Tools |
| 8 | • Ch. 16: Problem Solving and Decision Making<br>• Discussion Boards/Participation #6<br>• Mid-term Exam: Chapters 14-16 |
| SPRING BREAK | |
| 9 | • Ch. 17: Quality Function Deployment<br>• Discussion Boards/Participation #7<br>• Assignment #1: The 8 Wates in Lean (Assigned)<br>• Assignment #2: Project Written Report (Assigned)<br>• Assignment #3: Project Presentation (Assigned) |
| 10 | • Ch. 19: Continuous Improvement Methods |
| 11 | • Ch. 21: Just-in-Time/Lean Manufacturing<br>• Discussion Boards/Participation #8 |
| 12 | • Ch. 18: Statistical Process Control<br>• Quiz #3: Chapters 17-18<br>• Assignment #1: The 8 Wates in Lean (Due) |
| 13 | • Ch. 20: Benchmarking<br>• Discussion Boards/Participation #9<br>• Quiz #4: Chapters 19-20 |
| 14 | • Ch. 22: Implementing TQM<br>• Quiz #5: Chapters 21-22<br>• Assignment #2: Project Written Report (Due)<br>• Assignment #3: Project Presentation (Due) |
| 15 | • Project Presentations<br>• Discussion Boards/Participation #10 |
| 16 | • Final Exam: Chapters 19-22 |

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