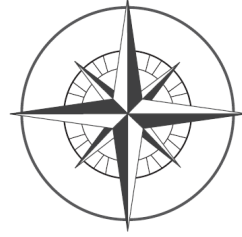




“And what does the Lord require of you?
To **Act Justly** and to **Love Mercy**
and to **Walk Humbly** with your God.”

Micah 6:8



**MGT/OLS 479
ANDERSON UNIVERSITY (SC)**

I. COURSE INFORMATION: MGT 479 Quality Management (3 credits)

Quality Management is the study of fundamental management techniques, existing and innovative improvement efforts, and specialized technical skills in a structure focused on continuously improving all processes within organizations – both service and manufacturing. Prerequisites: MGT 341 and BUS 230.

This class meets Online.

Expectations for time spent on class-related activities such as in class versus out of class. A three to one formula is expected. For every hour in class you are expected to spend three hours out of class on class related activities.

II. INSTRUCTOR INFORMATION:

[REDACTED]

E-mail: [REDACTED]

III. COURSE PURPOSE, GOALS, AND STUDENT LEARNING OUTCOMES:

The purpose of this course is to help students gain an understanding of Quality Management theories, tools, and techniques and be able to apply these theories, tools, and techniques to different quality situations.

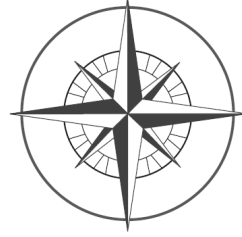
COB Student Learning Outcomes for Undergraduate Programs:

SLO 1: Demonstrate basic understanding of business knowledge.



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- a. Identify the importance of process and quality as a competitive weapon.
- b. Identify and analyze the role of process management in the attainment of quality goods and services.
- c. Identify the different components of quality and the implications to operations of focusing on different aspects of quality.

SLO 2: Demonstrate application of business knowledge.

- a. Analyze processes, diagnose problems and develop solutions.
- b. Able to integrate tools and techniques into a comprehensive quality system.

SLO 4: Demonstrate integration of Biblical principles.

- a. Judge the implications of contemporary management theory and practice from a perspective of Christian faith in Christ.

IDEA Learning Objectives:

1. Gaining a basic understanding of the subject (e.g., factual knowledge, methods, principles, generalizations, theories)
2. Learning to apply course material (to improve thinking, problem solving, and decisions)
3. Developing specific skills, competencies, and points of view needed by professionals in the field most closely related to this course

IV. METHOD OF ASSESSING ACHIEVEMENT OF STUDENT LEARNING OUTCOMES:

1. The learners' knowledge will be continually assessed based on their participation in class discussion. (SLO 1, 2, & 4)
2. Exams, exercises and discussions will be used to assess the learners' ability to integrate the material with current business issues. (SLO 1, 2 & 4)
3. Discussion assignments covering business cases or scenarios will be used to cover learners' application knowledge of the material. (SLO 2)

V. STUDENT FEEDBACK AND GRADING POLICIES AND PROCEDURES:

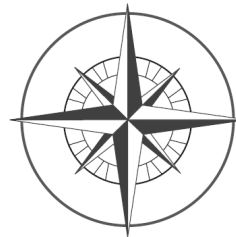
Grading: Course grades are based on the following elements and weightings

COURSE ELEMENTS	Weight
1. Exercises (7) (Every Week), (100 points	20%



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each)	
2. Discussions (Weeks 1, 2, 4, 5, 7) (30 Points each)	20%
3. Watercooler Exercises (2) (Weeks 3 & 6), (100 points each)	10%
4. Watercooler Discussions (2) (Weeks 3 & 6), (30 points each)	10%
5. Mid-term Exam (Week 4)	20%
6. Final Exam (Week 7)	20%
TOTAL	100%

The final grade cutoff points are as follows:

Final grade cutoff percentage:	
100 – 90% = A	69 – 60% = D
89 – 80% = B	59% or less = F
79 – 70% = C	

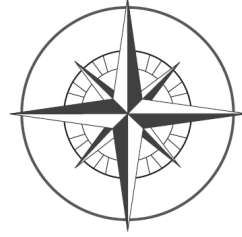
Late work, make up work. You are expected to turn in assignments on or before their due dates. No assignment may be turned in late. **If a late assignment is allowed**, assignments that are turned in late will receive an automatic **15% deduction** to the earned score. Assignments not submitted by the date and ending time of the semester final examination will result in no credit (zero points) for that assignment. Once an assignment is submitted and the submission deadline has passed, the professor considers it to be the complete work of the student(s) for that assignment. Items or components left out of any submitted assignment will not be included in the assignment after the assignment’s due date. A *corrupted* electronic file of the student’s work is considered by the Professor to be the complete work of the student for that assignment. If an assignment is submitted in this form, it will result in a score of zero (0) points.

Class Discussions. The professor will select topics to explore in class discussions that are relevant to but do not necessarily overlap 100% of the material covered in the textbook. However, you are responsible to read the textbook. The professor will not take the time to explain everything you read about in the text. Rather, he will be selective in the textbook material we explore



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in class. In addition, he may choose to bring in topics not covered in or only referred to in the textbook.

1. Exercises: Each week an exercise will be assigned.

2. Discussions: Each week the class will have a discussion assignment. In weeks 3 & 6 the discussion will be the Watercooler exercise. Students will make initial posts to address the discussion by the date indicated, usually day 3. Additionally, students are required to make at least two follow up postings to other student's postings. **Late submission of this assignment will not be accepted.**

3. Watercooler: (Week 3 and Week 6 ONLY)

The water cooler has become a symbol in business life. It, or any common gathering place in an office slightly removed from the cubicles and desks, is a place to share information, both casual and vital, and to build networks with colleagues you don't necessarily see or interact with every day. The Watercooler activities throughout this course will help you get into the practice of looking beyond your metaphorical cubicle to seek out topical news stories and ideas and analyze them with your instructor and colleagues. Familiarity with current trends, topics, and events is an important element of your participation and success in the business world.

For each Watercooler activity, you will research current online journals to select an article of interest for this course. Using the following Watercooler template, write a brief synopsis, and submit it. **This article must be submitted by the second day of class in the week it is due, NLT 11:59 pm.** The instructor will select one article from all of the class submissions and assign that article for the Discussion for that week.

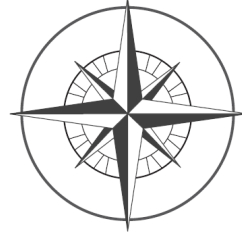
Business Journals and Publications

- *Business Week*
- *Industry Week*
- *Marketing Magazine*
- *Franchising World*
- *Logistics Management*
- *Harvard Business Review*
- *Fast Company*
- *HR Focus*
- *HR Magazine*
- *Leadership Excellence*



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- *Computerworld*
- *The Economist*
- *Fortune*
- *Across the Board*
- *MIT Sloan Management Review*
- *Reflections* (Society for Organizational Learning)
- *California Management Review*
- *Workforce Management*
- Various industry magazines and journals

Use the following guidelines for your Watercooler assignment. You may copy and paste these headings into a Word document. (See the exemplar following the guidelines). Remember the exemplar provided is a brief illustration of the assignment. **It is only a brief example meant to be used as a guide. Your work should be more complete.**

Exemplar for the Watercooler Application:

Name: Jenny Smith

Date: 5/23/07

APA Citation of the source:

Hemerling, J. (2007). China: Ready for the next sourcing wave? *Business Week Online*, 19. Retrieved from Business Source Premier database. (AN 24667517)

Part 1: Synopsis of the article (Only a short example. Expand on your analysis of your article.)

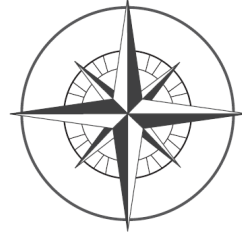
This article discusses the evolution and future of sourcing components and products from China and other rapidly developing economies. This author states that while initially China was the source for cheap parts, it is actually starting to innovate in the area of research and development now and participates in creating new components and products.

In the future, the author believes that the China will become a global center for procurement, and that procurement headquarters and managers for large corporations will be located in the country. IBM has already made this move and the author sees this as signaling that the next wave of globalization's influence on procurement has arrived.



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Part 2: Analysis of article based on the course topic (Expand on your analysis of your article.)

This article relates to the course content because it covers a major trend in the global economy related to business operations. It is interesting because the trend seems to be somewhat new, but at the same time has already gained momentum, signaling how fast business methods are changing in today's business world.

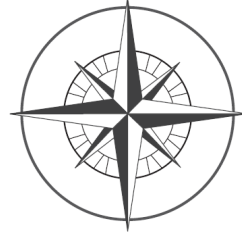
The topic covered in this article is one more example of how work that was traditionally done all in one place is being done by different populations around the globe. Not only is the work done globally, the management of that work is going global, touching on the themes of outsourcing, innovation, and localization.

4. Discussions: In weeks 3 & 6 the discussion will be the Watercooler exercise. Students will make initial posts to address the discussion by the date indicated, usually day 3. Additionally, students are required to make at least two follow up postings to other student's postings. **Late submission of this assignment will not be accepted.**

5 and 6. Final and Mid-term Exams: These exams will be comprised of multiple-choice questions. Your text, class discussions, videos, and assigned supplementary readings are all sources that may be covered on exams. These are timed exams and not meant to be completed while looking up each question in the textbook.

Your final grade will be determined not only from your achievement on exams, but also from my **subjective evaluations** of your preparation and your contributions to the learning environment of our class.

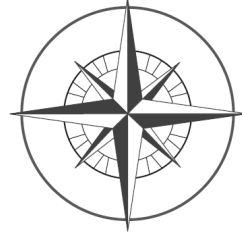
Grade appeal: All grade appeals will follow the guidelines in the Anderson University Catalog. The first step in this process is to appeal to the instructor, this must be completed within 10 days as exams and papers will be shredded. As such, all grade appeals for this course should be submitted in writing. The content of the appeal should outline the reason for the appeal and the expected outcome of the appeal.





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[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

IX. TEXTBOOKS:

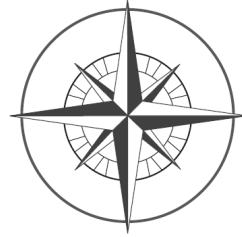
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**X. COMPUTER AND INFORMATION TECHNOLOGY USAG; E-MAILPOLICY,
STATEMENT ON PERMISSION OR PROHIBITION OF RECORDING
LECTURES AND/CLASS MEETINGS**



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UNIVERSITY EMAIL: All students are expected to establish and maintain an e-mail address on the Anderson University e-mail system. Students are expected to check their e-mail at least once each week during the fall and spring semesters. Students are responsible for all material, assignments, and announcements sent by e-mail. Ignorance of course requirements, instructor statements and directions, and University announcements or policy statements sent through University e-mail is not an acceptable excuse for failure to meet the requirements of a course or to adhere to University policy.

RECORDING OF CLASS LECTURES: Audio or video recordings of lectures and classroom discussions are not permitted in this class. AU values the open exchange of ideas, which occurs more freely if the participants know that comments and discussions will not be recorded and shared.

Recording of lectures is permitted only if permission is secured in advance from the Center for Student Success and the course instructor is notified. Recordings can be used only to assist the individual student in that class. Publishing, distributing, or using classroom recordings in violation of these restrictions is a violation of the student code of conduct and may be a violation of federal copyright laws.

XI. COURSE POLICIES:

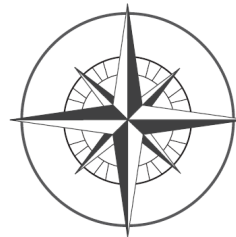
COB ATTENDANCE POLICY: The College of Business at Anderson University expects regular and punctual attendance. Attendance in a business class will be recorded for each scheduled class meeting. Students enrolled in a course in the College of Business are expected to attend scheduled classes. It is the student's responsibility to read and understand the attendance policy as stated in the course syllabus for each course the student is enrolled to attend. Students who do not meet attendance requirements in seated courses will be subject to administrative withdrawal. (See catalog p. 303)

ACADEMIC DISHONESTY: Students at Anderson University are expected to conduct themselves with integrity and to be honest and forthright in their academic endeavors. The University faculty's expectations define the following areas that would violate Academic Honesty: plagiarism, fabrication, cheating, and academic misconduct. The policy, process, and penalties, for academic



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dishonesty are described in the Student handbook. (p. 265, Excerpt from AU catalog)

STATEMENT ON DISABILITIES AND ACADEMIC ADJUSTMENTS

If you have a disability that may interfere with your learning, testing, or assignment completion in this course, you may be eligible to receive an academic adjustment to help provide you with an equal opportunity to participate in and benefit from this course. Please contact the staff of the Center for Student Success, who will advise you on appropriate documentation, determine reasonable adjustments, and notify me of any adjustments for which you are eligible. Once you have been approved for an academic adjustment through the Center for Student Success, please discuss with me its appropriate implementation in this course. Documentation must meet the guidelines specified by university policy, and no one else can be notified of your disability or adjustment without your written consent. This process must be repeated for every semester you are enrolled at Anderson University and wish to receive an adjustment. Academic adjustments are intended to “level the playing field” so that students with disabilities can demonstrate their true abilities in their courses. Changes cannot be made to grades earned before a student has requested an adjustment, so please attend to this early in the semester.

WITHDRAWAL DATES

TERM	Course begin:	<u>Last Day to Drop with NO GRADE and NO CHARGE</u> Students will not be charged for the course if dropping on/before this date Course will not appear on student transcript	<u>Last day to withdraw with a grade of “W”</u> Student will be charged for the course if dropping after the date in the previous Course will appear on the student transcript	Course End:
Accel Term III	T	_____*	_____	T

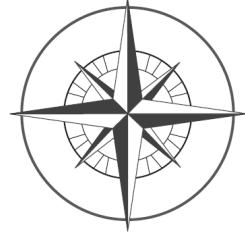
* Request must be conveyed to the Registrar’s Office by the end of business on the date indicated.

* Drop fee applies once Self Service has closed



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CHANGES TO SYLLABUS

This Syllabus is subject to change at the sole discretion of the Professor.
Announcements made by the professor regarding changes to the Syllabus take precedence over any other communication.

XII. LEARNING FACILITIES AND RESOURCES FOR STUDENTS

No additional resources are required beyond the text, the library, and computer lab.