

Course Number: MBA 5320

Course Title: Quality Management

Course Description:

An integrated study in the design and implementation of quality management tools including relevant problem-solving methods and behavioral models from a process-oriented perspective.

Prerequisites: MBA5000.

Credit hours: 3

Learning Outcomes:

Upon the successful completion of this course, students will be able to:

1. Apply different quality requirements to different organizational needs.
2. Compare and contrast philosophies of noted quality

Indiana Tech
College of Professional Studies
MBA 5320 Quality Management
Online Syllabus Course Content

Instructor Information

Please see Professor Profile at the Blackboard instructional site.

Course Schedule

Please see Course Schedule in the Course Syllabus area of the Blackboard instructional site.

Online Course Policies

All of the online courses taken by students are required to follow the policies posted online at <http://online.indianatech.edu/tech-policies/policies/>. Please review the posted policies carefully. If you are unable to abide by the policies listed, please contact the Warrior Information Network (WIN) at 888.832.4742 and request to withdraw from this course.

Textbook

Evans, J. & Lindsay, W. (2004). *The management and control of quality*. (6th ed.). Cincinnati, OH: Cengage Learning.

Grading Events & Grading Criteria

All assignments must be submitted via Blackboard.

The student will have multiple opportunities to demonstrate knowledge in this course. Each module will have the following components as grading opportunities:

Assignment/Event	Points Possible
Course Preparation Quiz	5 pts
Case Papers (6 x 10pts)	60 pts
Discussion Board Posts (6 x 10pts)	60 pts
Real World Assignments (6 x 10pts)	60 pts
Assessment Quiz (6 x 10pts)	60 pts
Total	245 pts

MBA 5320 INSTRUCTIONS FOR COURSE PAPERS

STUDENT:

PURPOSE OF THE COURSE PAPERS:

Quality Management is a “REAL WORLD” process by which one engages in planning, organizing, staffing, leading, and controlling to the achievement of core strategic objectives.

Therefore, unless the learning experience is combined with real world experience, any knowledge gained will simply be lessons from a book, hours spent on-line, and pages of written assignments having zero application to one's real life.

COURSE PAPERS:

Each paper will be a minimum of 3 pages (excluding the works cited page and the cover or title page).

GRADING CRITERIA:

Your grade will reflect your ability to thoroughly apply and articulate your understanding of the course materials. This includes: critical thinking, personal analysis and application, and material from the text book, properly cited.

COURSE PAPERS MUST COMPLY WITH THE FOLLOWING:

- Must be submitted in a Word document
- Must be typed in APA format
- Must have a cover or title page that includes course name and number, title of paper, your name, date assignment is due, and the instructor's name
- Must have a well written introduction, summary, and conclusion
- Must use 12-point font, "Times New Roman," style
- Double space
- 1-inch margins
- Must have a works cited page, and all sources including the text, cited according to APA procedure.

Grading Scale

The following grading scale will be used to assign a grade at the end of the course:

Percentage Achieved	Grade	Percentage Achieved	Grade
93% or above	A	80% or above	B-
90% or above	A-	77% or above	C+
87% or above	B+	70% or above	C
83% or above	B	Below 70%	F

Late Assignments

All assignments and required online activities are due according to the deadline listed in the course schedule. Granting deadline extension is the course instructor's autonomy.

Incompletes

If you are unable to complete the requirements for this course due to extenuating circumstances, an Incomplete grade (I) may be granted if you meet the general guidelines stated below.

General Guidelines for submitting a course incomplete request:

- More than 50% of the course session has elapsed.
- The student has encountered an unexpected situation that is beyond his or her control.
- The student is
 - in good academic standing -- up-to-date on all of the course assignments and has at least an overall passing grade,
 - able to complete all of the remaining coursework within a session (5 weeks for an undergraduate course and 6 weeks for a graduate course) that immediately follows the session the student is currently enrolled, and
 - able to provide documentation to substantiate the need for extra time in the event that the session's normal length is not enough to complete the course requirements.

If an Incomplete is granted, the instructor will set a deadline for all work to be completed. **The deadline cannot go past one (1) session.** All incomplete grades are subject to approval by the designated university authority.

Course Related Communication

Online courses are conducted in an accelerated format. Timely communication is very important. When receiving emails from your classmates or instructor, please respond as soon as you can.

Students are REQUIRED to use their Indiana Tech email account for all course related communication. The most direct and effective way to email your course instructor (or classmates) is by using the Send Email function from the Blackboard course site. When you use the Send Email function, you automatically receive a carbon copy of the email you sent. In the event that you need to substantiate your claim that you did email your classmates or instructor, you can show that carbon copy to the person(s) who requested it.

Please note that Blackboard only permits you to send email; it does not provide you with the check email function. All of the emails your classmates and instructor sent to you will be delivered to your Indiana Tech email account. You are strongly encouraged to check your Indiana Tech email account regularly, preferably several times a week, to minimize the likelihood of miscommunication.

The University policy requires each online course instructor to respond to a student's email within 24 hours. Unless there is an extraneous situation that prevents the instructor from following this rule, you can expect to hear from the instructor within 24 hours. If you don't receive a reply within 24 hours, please do not hesitate to follow up with another email or forward the carbon copy of the email you sent to OnlineSupport@IndianaTech.edu with a note "Please help. It's been 24 hours and I have not heard from my instructor" and the University support staff will act on your behalf to contact your course instructor.

Recommended Reading

- Juran, J. & Godfrey, A. (1999). *Juran's quality handbook*. (5th ed.). New York, NY: McGraw-Hill.
- Grant, E. & Leavenworth (1996). *Statistical quality control*. (7th ed.). New York, NY: McGraw-Hill.
- Shimbun, N., editor. (1989). *Poka-Yoke: Improving product quality by preventing defects*. Portland, OR: Productivity Press.
- Evans, James R. and Dean, James W. (2000). *Total Quality: Management, Organization, and Strategy* (2nd edition). Cincinnati, OH: Cengage Learning.
- Harry, M., & Schroeder, R. (2000). *Six sigma*. New York, NY: Doubleday.
- Bell, C., & Harari, O. (2001). *Beep! Beep! Competing in the age of the road runner*. New York, NY: Warner Books, Inc.
- Niven, P. (2002). *Balanced scorecard*. New York, NY: John Wiley & Sons.
- Cianfrani, C., Tsiakals, J., & West, J. (2001). *ISO 9001:2000 Explained*, Milwaukee, WI: ASQ Quality Press.
- O'Hanlon, T. (2002). *Quality audits for ISO 9001:2000*. Milwaukee, WI: ASQ Quality Press.

Internet Links

History and definitions of quality:

<http://www.asq.org>

<http://www.educesoft.com> *Quality*

and Business Results:

<http://www.qualitydigest.com/feb97/godfrey.html>

<http://www.deming.org> <http://www.juran.com>

<http://www.phillipcrosby.com>

<http://www.simplesystemsintl.com>

Quality principles:

<http://www.apqc.org/cfs>

<http://www.nist.gov>

<http://www.bin.co.uk> *Quality*

Systems:

<http://www.quality.nist.gov>

<http://www.iso.org>

<http://www.nist.gov>

<http://www.isoeasy.org>

<http://www.iso.ch> *Customers:*

<http://www.acsi.asq.org>

Leading and managing the quality effort:

<http://www.umich.edu/~hrra/perfmgmt>

<http://www.michiganquality.org>

<http://www.goalqpc.com>

<http://www.aqp.org>

<http://www.nucor.com>

Designing and improving:

<http://www.kaizen-institute.com>

<http://www.sixsigmaco.com>

<http://www.qfdi.org> *Best*

practices:

<http://www.apqc.org>

<http://www.isogroup.simplenet.com>

<http://www.jhpin.com> <http://www.sol-ne.org>

Process monitoring and control:

<http://www.itl.nist.gov/div898/handbook/pmc/pmc.htm>

Measuring and inspecting: <http://www.nist.gov>

<http://www.industry.net>

<http://www.metrolgyworld.com>

Statistical methods:

<http://www.measurlink.com/spcstatistics.asp>

<http://www.6-sigma.com>

<http://www.campbell.berry.edu/faculty/jgrout/> *Linking*

quality and business results:

<http://www.isixsigma.com/library/content/c000716.asp>

<http://www.juran.com> <http://www.balancedscored.com>