

Syllabus

MGT-451: Quality and Project Decision Making for Managers



Course Description

Students in this course explore the historical concepts of quality and project management. Multiple quality management processes will be compared and contrasted. Students will also evaluate from a biblical perspective the planning, teamwork, and management decisions necessary in a project management role.

Credit Hours: 3

Prerequisite Courses: None

Prerequisite Skills and Knowledge: None

Course Outcomes

Upon completion of this course you should be able to:

1. Describe the history of quality management and project management concepts.
2. Compare and contrast multiple types of quality management processes used in business decision making.
3. Examine from a Biblical perspective the critical decisions managers make when placed in a project management role.
4. Evaluate the elements of project management used by business managers.
5. Illustrate how teamwork is affected by using the elements of project management.

Course Textbook

Goetsch, D. L., & Davis, S. B. (2016). *Quality management for organizational excellence: Introduction to total quality* (8th ed.). Pearson Education: Upper Saddle River, NJ.

Please note: If you receive your course materials from Tree of Life, you will receive an email from Tree of Life giving you details on how to access the textbook in an eText format.

Grading Policies

Your grading policy for your course is dependent on your school and program. Your grading policies can be found in the [IWU Catalog](#).

Grading Scale

Grade	Quality Points Per Credit	Percentage	Score
A	4.0	95% – 100%	950 – 1000
A-	3.7	92% – 94.9%	920 – 949
B+	3.3	89% – 91.9%	890 – 919
B	3.0	85% – 88.9%	850 – 889
B-	2.7	82% – 84.9%	820 – 849
C+	2.3	79% – 81.9%	790 – 819
C	2.0	75% – 78.9%	750 – 789
C-	1.7	72% – 74.9%	720 – 749

D+	1.3	69% – 71.9%	690 – 719
D	1.0	65% – 68.9%	650 – 689
F	.0	0% – 64.9%	0 – 649

Letter Grade Equivalencies

Grade	Description of Work
A	Clearly stands out as excellent performance. Has unusually sharp insights into material and initiates thoughtful questions. Sees many sides of an issue. Articulates well and writes logically and clearly. Integrates ideas previously learned from this and other disciplines. Anticipates next steps in the progression of ideas. Example "A" work should be of such nature that it could be put on reserve for all cohort members to review and emulate. The "A" cohort member is, in fact, an example for others to follow.
B	Demonstrates a solid comprehension of the subject matter and always accomplishes all course requirements. Serves as an active participant and listener. Communicates orally and in writing at an acceptable level for the degree program. Work shows intuition and creativity. Example "B" work indicates good quality of performance and is given in recognition for solid work; a "B" should be considered a good grade and awarded to those who submit assignments of quality less than the exemplary work described above.
C	Quality and quantity of work in and out of class is average. Has marginal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at least minimally.
D	Quality and quantity of work is below average. Has minimal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at below-acceptable levels.
F	Quality and quantity of work is unacceptable and do not qualify the student to progress to a more advanced level of work.

Course Summary

Workshop	Discussion*	Assignment*	Quiz*	Total Points
Workshop One	2/80	1/70	1/20	170
Workshop Two	2/80	1/70	1/20	170
Workshop Three	2/80	1/70	1/20	170
Workshop Four	2/80	1/70	1/20	170
Workshop Five	2/80	2/220	1/20	320
Course Totals	10/400	6/500	5/100	1000

*Number of Activities/Sum Point Totals

Course Assignments

Each Workshop folder contains details for completing the assignments.

Workshop One Outline

Title	Due Dates	Time	Points
		Totals	15 hours*
			170

Title	Due Dates	Time	Points
1.1 Exercise: Operational Definition of a Day	Due by the end of the workshop	1 hour	0
1.2 Discussion: Quality Gurus	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	3 hours	40
1.3 Discussion: Customer Focus	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	3 hours	40
1.4 Assignment: Individual Process Improvement Project (PIP)	Due by the end of the workshop	6 hours	70
1.5 Quiz: Workshop One	Due by the end of the workshop	2 hours	20
Totals		15 hours*	170

Workshop Two Outline

Title	Due Dates	Time	Points
2.1 Exercise: Godly Problem Solving	Due by the end of the workshop	1 hour	0
2.2 Discussion: Systems Thinking And Collaboration	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	3 hours	40
2.3 Discussion: Seven Basic Problem-Solving Tools	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	3 hours	40
2.4 Assignment: Individual Process Improvement Project (PIP)	Due by the end of the workshop	6 hours	70
2.5 Quiz: Workshop Two	Due by the end of the workshop	2 hours	20
Totals		15 hours*	170

Workshop Three Outline

Title	Due Dates	Time	Points
3.1 Exercise: God's Quality Plan	Due by the end of the workshop	1 hour	0
3.2 Discussion: Seven New Planning Tools	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	3 hours	40
3.3 Discussion: Customer Focus	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	3 hours	40
3.4 Assignment: Individual Process Improvement Project (PIP)	Due by the end of the workshop	6 hours	70
3.5 Quiz: Workshop Three	Due by the end of the workshop	2 hours	20
Totals		15 hours*	170

Workshop Four Outline

Title	Due Dates	Time	Points
4.1 Exercise: Critical Decisions	Due by the end of the workshop	1 hour	0
4.2 Discussion: Project Management Basics	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	3 hours	40
4.3 Discussion: Toyota Lessons Learned	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	3 hours	40
4.4 Assignment: Individual Process Improvement Project (PIP)	Due by the end of the workshop	6 hours	70
4.5 Quiz: Workshop Four	Due by the end of the workshop	2 hours	20
Totals		15 hours*	170

Workshop Five Outline

Title	Due Dates	Time	Points
5.1 Exercise: Standards	Due by the end of the workshop	1 hour	0
5.2 Discussion: External Standards	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	3 hours	40
5.3 Discussion: Internal Standards	Post your initial response by the end of the fourth day of the workshop and your two responses by the end of the workshop	3 hours	40
5.4 Assignment: Individual Process Improvement Project (PIP)	Due by the end of the workshop	6 hours	70
5.5 Quiz: Workshop Five	Due by the end of the workshop	2 hours	20
5.6 Assignment: Research and Reflection	Due by the end of the workshop	6 hours	150
End of Course Survey	Due by the end of the workshop	-	10 Extra Credit
Totals		21 hours*	320

*These timings are based on estimations. Actual assignment completion times will vary.

Expectations, Policies, and Important Student Information

School/Division	Link
DeVoe School of Business Division of Liberal Arts School of Services and Leadership	View School/Division Expectations, Policies, and Student Information
School of Educational Leadership	View School/Division Expectations, Policies, and Student Information
Wesley Seminary @ IWU	View School/Division Expectations, Policies, and Student Information
Nursing - Undergraduate	View School/Division Expectations, Policies, and Student Information

School/Division	Link
Nursing - Graduate	View School/Division Expectations, Policies, and Student Information