

COURSE TITLE: Management of Quality TERM & YEAR: Summer 2023

COURSE & SECTION NUMBER: MGT 413 TIME & PLACE: Asynchronous, Online

**NUMBER OF CREDIT HOURS: 3** 

INSTRUCTOR: TBD OFFICE LOCATION/HOURS: TBD

OFFICE PHONE: TBD EMAIL: TBD

**COURSE DESCRIPTION:** This course examines principles of quality management and continuous improvement in manufacturing and services enterprises. The focus is on using key quality tools, including statistical process control, pareto charts, flow charts, cause-effect diagrams, etc.

PREREQUISITES: MGT 353, MA 253

**REQUIRED TEXT:** This course will use open education resources. No textbook is required.

REFERENCES:

### OTHER MATERIALS:

**LEARNING OUTCOMES:** Upon completion of this course, the student should be able to:

- Examine basic operations and management theories as they relate to quality.
- · Identify historical and current quality practices.
- Describe and use qualitative decision tools.
- Describe and use quantitative decision tools.
- Discover current issues in quality management.

### COURSE REQUIREMENTS:

### ATTENDANCE/PARTICIPATION:

As with any learning situation communication and feedback allows the members of the group to strengthen the learning outcome and build a stronger knowledge foundation. Therefore, participation in this course, through the discussion boards, assignments, quizzes, and exams is vital to successfully completing the learning outcomes.

Student attendance will be marked as follows: **Present** - At least one assignment submitted; or **Absent** - No assignments submitted.

If students are not turning in assignments or struggling to meet course requirements, I will reach out to you and submit a We Care alert in MyPortal.

### **GRADING/EVALUATION:**

Your overall grade will be:

Discussion Boards	10%
Assignments (14 at 50pts ea)	30%
Quizzes (7 at 50pts ea)	20%
Final paper	40%
Total	100%

### Grading Scale:

% Score	Letter Grade
90 - 100	A
80 to 89	В
70 to 79	C
60 to 69	D
< 60	F

### **OTHER POLICIES:**

### **ACADEMIC MISCONDUCT**

The University prohibits all forms of academic misconduct. Academic misconduct refers to dishonesty in examinations (cheating), presenting the ideas or the writing of someone else as one's own (plagiarism) or knowingly furnishing false information to the University by forgery, alteration, or misuse of University documents, records, or identification. Academic dishonesty includes, but is not limited to, the following examples: permitting another student to plagiarize or cheat from one's own work, submitting an academic exercise (written work, printing, design, computer program) that has been prepared totally or in part by another, acquiring improper knowledge of the contents of an exam, using unauthorized material during an exam, submitting the same paper in two different courses without knowledge and consent of professors, or submitting a forged grade change slip or computer tampering. The faculty member has the authority to grant a failing grade in cases of academic misconduct as well as referring the case to Student Life.

### **PLAGIARISM**

You are expected to submit your own work and to identify any portion of work that has been borrowed from others in any form. An ignorant act of plagiarism on final versions and minor projects, such as attributing or citing inadequately, will be considered a failure to master an essential course skill and will result in an F for that assignment. A deliberate act of plagiarism, such as having someone else do your work, or submitting someone else's work as your own (e.g., from the Internet, fraternity file, etc., including homework and in-class exercises), will at least result in an F for that assignment and could result in an F for the course.

### ADDITIONAL INFORMATION:

# **COURSE MAPPING:**

Week and Title	Weekly Learning Outcome Alignment	Learning Activities and Materials (LO alignment)	Assessments (LO alignment)
Week One: Introduction to Total Quality Management and operational practices	Examine basic operations and management theories as they relate to quality. (LO1)  Identify historical and current quality practices (LO2)  Discover current issues in quality management (LO5)	Read:  The basic elements of quality management (LO1)  Under Construction (LO1)  What is total quality management for? (LO1) (LO2) (LO5)  Review: PowerPoint Slides: Total quality leadership management and key terms (LO1) (LO2) (LO5)	Participate:  Introduction post and two peer responses  Discussion forum 1 post and two peer responses (LO1) (LO2)  Assignment: Paper 1: Quality leadership challenges and organizational culture (LO1) (LO5)
		Watch:  • What is Quality (LO1) (LO2) (LO5)  • Quality Management - Introduction (LO1) • Teams and Team processes (LO2)  • Quality Management - Leadership (LO1) (LO2) (LO5)	<ul> <li>Real world application</li> <li>(LO1) (LO2) (LO5)</li> <li>Quiz 1 key terms and concepts (LO1) (LO2) (LO5)</li> </ul>

Week Two: Strategic Development: Quality planning models, technology, and quality strategic deployment	Identify historical and current quality practices (LO2)  Describe and use qualitative decision tools (LO3)	Read:  All roads lead to Rome (LO2)  Strategic Planning The Good, the Bad and the Option (LO3)  A Tool for anyone – Balanced scorecard (LO3)  Critical Objectives – Align quality requirements to meet customer needs (LO3)  Review:  PowerPoint Slides: Strategic development, historical and current quality practices and key terms and concepts (LO2) (LO3)  Watch:  Strategic Quality Planning (LO2) (LO3)  Quality and Technology (LO2)  Balanced Scorecard (LO3)  Bo 9001 in a nutshell (LO2) (LO3)  The seven basic quality tools (LO3)	Participate:     Discussion forum 2 post and two peer responses (LO3) Assignment:     Paper 2: Technology: lean systems, six sigma, balanced scorecard, and e-business practices in quality (LO2) (LO3)     Real world application 2 (LO3)     Quiz 2 key terms and concepts (LO2) (LO3)
Week Three: Quality management skills and abilities	Describe and use qualitative decision tools (LO3)  Discover current issues in quality management (LO5)	Read:  • Quality Function Deployment (LO3) • Communication skills for the workplace (LO5) • Great Expectations (LO5)  Review: • PowerPoint Slides: Qualitative decision tools, current issues in quality	Participate:  • Discussion forum 3 post and two peer responses (LO5)  Assignment:  • Paper 3: Quality function deployment (LO3)  • Real world application 3 (LO3) (LO5)

Week Four: Quality systems and problemsolvi ng tools / Measurement Tools	Identify historical and current quality practices (LO2)  Describe and use qualitative decision tools (LO3)  Describe and use quantitative decision tools (LO4)	management and key terms and	<ul> <li>Quiz 3 key terms and concepts (LO3) (LO5)</li> <li>Participate: <ul> <li>Discussion forum 4 post and two peer responses (LO2) (LO3)</li> <li>Discussion forum 5 post and two peer responses (LO3) (LO4)</li> </ul> </li> <li>Assignment: <ul> <li>Paper 4: Well-known leader of quality (LO2)</li> <li>Real world application 4 (LO3) (LO4)</li> <li>Real world application 5 (LO3) (LO4)</li> <li>Quiz 4 key terms and concepts (LO2) (LO3) (LO4)</li> <li>Quiz 5 key terms and concepts (LO3) (LO4)</li> <li>Solve problems using qualitative and quantitative tools 1 (LO3) (LO4)</li> <li>(LO3) (LO4)</li> </ul> </li> </ul>

S p (I	and concepts (LO3) (LO4)  /atch: Quality Gurus ( Seven management and lanning tools LO3) ost of Quality (LO4)
	<ul> <li>Introduction to quality control (LO3) (LO4)</li> <li>What is SPC (LO3) (LO4)</li> <li>Statistical process control tutorial (LO3) (LO4)</li> <li>The Mean, Median, and Mode in Excel 2016 (LO3) (LO4)</li> <li>Creating a Histogram in Microsoft Excel 2016 (LO3) (LO4)</li> <li>Control Charts (LO4)</li> <li>Create Control Charts in Excel (LO4)</li> </ul>

# Week Five: Measurement Tools Continued / Customer Focus

Describe and use qualitative decision tools (LO3)

Describe and use quantitative decision tools (LO4)

Examine basic operations and management theories as they relate to quality. **(LO1)** 

Identify historical and current quality practices (LO2)

Discover current issues in quality management (LO5)

### Read:

- Measures of the Spread of Data: Introduction to Statistics (LO3) (LO4)
- Process Capability (LO3) (LO4)
- Understanding Z-Scores (LO3) LO4)
- Attribute charts (LO3) (LO4)
- Using control charts (LO3) (LO4)
- Example of an Excel control chart (LO3) (LO4)
- Use and interpret control charts (LO3) (LO4)
- Difference Between Internal and External Stakeholders (LO1) (LO2)
- 6 Customer Expectations Management Tips (LO5)
- 12 Voice of the Customer Methodologies To Generate a Goldmine of Customer Feedback (LO1) (LO2) (LO5)
- Dealing With Unhappy Customers -Communication Skills from Mind Tools (LO1) (LO2) (LO5)

## Review:

- PowerPoint Slides:
   Quality tools for
   qualitative and
   quantitative decisions
   key terms, definitions
   and concepts (LO3)
   (LO4)
- PowerPoint Slides: Customer focus operations and management theories,

# Participate:

- Discussion forum 6 post and two peer responses (LO3) (LO4)
- Discussion forum 7 post and two peer responses (LO5)

# Assignment:

- Paper 5: Voice of customer relating to historical and current practices (LO2)
- Real world application
   6 (LO3) (LO4)
- Real world application7

# (LO1) (LO2) (LO5)

- Quiz 6 key terms and concepts (LO3) (LO4)
- Quiz 7 on key terms and concepts (LO1) (LO2) (LO5)
- Solve problems using qualitative and quantitative tools 2 (LO3) (LO4)

historical and current quality practices, current issues in quality management, key terms, definitions and concepts (LO1) (LO2) (LO5)
Watch:
Control Charts (X-Bar &
R Chart) in Excel
(LO3) (LO4)
Finding Descriptive
Statistics Measures in Microsoft Excel 2016
(LO3) (LO4)
What is Trend
Analysis? (LO3) (LO4)
Attribute control charts
(LO3) (LO4)
Attribute control charts     P & NP (LO3) (LO4)
Process capability Part
I – Cp <b>(LO3)</b>
(LO4)
Process capability Part
II – Cp & Cpk
(LO3) (LO4)  • 5 Cultural habits of
customer driven
companies (LO5)
Dealing with Unhappy
Customers (LO1)
(LO2) (LO5)  • Customers: Internal and
Customers: Internal and External (LO1)
(LO2) (LO5)
Seven Quality
Management principles
(LO1) (LO2) (LO5)

Week Six: Quality Management for Organizational Excellence	Examine basic operations and management theories as they relate to quality. (LO1)  Identify historical and current quality practices (LO2)  Describe and use qualitative decision tools (LO3)  Describe and use quantitative decision tools (LO4)	Read:  Introduction and Implementation of Total Quality Management (TQM) (LO1) (LO2) (LO3) (LO4) (LO5)  Total Quality Management – a way to manage organizations (LO1) (LO2) (LO3) (LO4) (LO5)  What is Organizational Excellence (LO1) (LO2) (LO3) (LO4) (LO5)  The Nine Principles – A roadmap for the Baldrige Criteria (LO1) (LO2) (LO3) (LO4) (LO5) (LO3) (LO4) (LO5)	Participate:  • Discussion forum 8 post and two peer responses (LO1) (LO2) (LO3) (LO4) (LO5)  Assignment:  • Final Paper (LO1) (LO2) (LO3) (LO4) (LO5)
	Discover current issues in quality management (LO5)	Review:  • Weeks 1 - 5 PowerPoint Slides: key terms, definitions and concepts (LO1) (LO2) (LO3) (LO4) (LO5)  Watch:  • Total Quality Management (LO1) (LO2) (LO3) (LO4) (LO5)  Introduction to Baldridge (LO1) (LO2) (LO3) (LO4) (LO5)	