

**Sam Houston State University
College of Business Administration
Department of Management & Marketing
Course Syllabus
Spring 2018**

**Dr. Pamela Zelbst
Quality Management MGMT4375**

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**Office Hours: All Online Classes
Contact me by email or phone**

Required Text:

Essentials of Quality, Victor E. Sower, 2010, Wiley. ISBN: 0470509597

Course Description

A study of current topics in quality assurance management to include total quality control, statistical quality control, statistical process control, quality circles, and Deming's methods. Emphasis will be placed on the systems approach to quality assurance. Prerequisites: MGMT 3310 and BAN 3363. Credit 3. (SHSU Undergraduate Catalog).

Students are expected to read the text, take notes, participate in classroom activities and discussions, and complete all course requirements.

Course Objectives

- ◆ Students should gain factual knowledge (terminology, classification, methods, & trends for example).
- ◆ Students should learn the fundamental principles of the various quantitative methods used in quality management.
- ◆ Students should learn to apply the course material for problem solving and decision making.

ATTENDANCE POLICY

Attendance is required and in compliance with SHSU's policy. **If you are absent it is your responsibility to find out what you missed from a classmate. If a student is late 3 times that will equal an absence.**

STUDENT ABSENCES ON RELIGIOUS HOLY DAYS POLICY

Section 51.911(b) of the Texas Education Code requires that an institution of higher education excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. A student whose absence is excused under this subsection may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence.

University policy 861001 provides the procedures to be followed by the student and instructor. A student desiring to absent himself/herself from a scheduled class in order to observe (a) religious holy day(s) shall present to each instructor involved a written statement concerning the religious holy day(s). This request must be made in the first fifteen days of the semester or the first seven days of a summer session in which the absence(s) will occur. The instructor will complete a form notifying the student of a reasonable timeframe in which the missed assignments and/or examinations are to be completed.

DISABLED STUDENT POLICY

It is the policy of Sam Houston State University that no otherwise qualified disabled individual shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any academic or Student Life program or activity. Disabled students may request help with academically related problems stemming from individual disabilities from their instructors, school/department chair, or by contacting the Chair of the Committee for Continuing Assistance for Disabled Students and Director of the Counseling Center, Lee Drain Annex, or by calling (936) 294-1720.

Honesty

Each student is responsible for their own work. Academic dishonesty will not be tolerated. Plagiarism will not be tolerated. Software may be employed to identify individuals that plagiarize.

Examinations & Other Assignments

Exams are not cumulative except the final. There will be three (3) exams made up of multiple choice questions, essay questions and problems except the final. The final is a reflective essay. Each exam is worth 100 point. **There will be no makeup exams.**

Exam I	Chapters 1, 2, 3, 4, 5, & 6	100 points
Exam II	Chapters 7, 8, 9, 10, 11, 12, & 13	100 points
Participation	Discussion Questions & Assignments	100 points
Exercises	Team (2 @ 50 points each)	100 points
Final	Reflective Essay	100 points

Evaluation Scheme

Grade Structure

450+ Points	A
400-449 points	B
350-399 points	C
300-349 points	D
299 points and below	F

Instructor reserves the right to change the syllabus as is necessary.

SCHEDULE 2018

Topic	Date Opens*	Any Activity, Assignment and/or Discussion Due	Subject	Activities
Introduction	January 17 th *	January 21 st by 11:59 pm	Class Expectations Introduction What is Quality?	Syllabus Review Read Chapter 1
Module A		Quality Basics		
A: What is Quality	January 21 st *	January 28 th by 11:59 pm	Why Should We Study Quality? The History of Quality	Read Chapter 2 Watch Lecture Watch Videos Discussion Question
A: Strategic Quality Management & Operationalizing Quality	January 28 th *	February 4 th by 11:59 pm	The Planning Process Strategic Deployment Evaluation & Control Approaches Dimensions, Measures & Metrics	Read Chapter 3 Teams will be assigned
Module B		Quality of Design		
B: Designing Quality Into Products & Services	February 4 th *	February 11 th by 11:59 pm	The Seven Management Tools QFD Design for Six Sigma Reliability Risk Assessment Tools Error Proofing	Read Chapter 4 Assignment 1: Affinity Diagram
B: Innovation & Creativity	February 11 th *	February 18 th by 11:59 pm	Breakthrough vs Incremental Improvement Organizational vs Individual Creativity Designing the Innovative Organization Technology Forecasting	Read Chapter 5 Team Exercise 1 and Discussion Board
Module C		Quality Systems to Assure Conformance to Design		
C: Quality Systems & Quality Systems Auditing	February 18 th *	February 25 th by 11:59 pm	Quality Management Systems Quality Auditing Quality Information Systems Quality Documentation System Making Information Useful	Read Chapter 11:59 Discussion Board

C: Product, Process & Materials Control	February 25 th *	March 4 th by 11:59 pm	Work Instructions Classification of Quality Characteristics & Defects Identification of Materials & Status Lot Traceability Materials Segregation Supplier Management	Exam 1 (Covers Chapters 1-6) Read Chapter 7
C: Experimental Design	March 4 th *	March 18 th by 11:59 pm	Basic Concepts Experimental Design Characteristics Types of Designs Analysis of Results	Read Chapter 8 Discussion of Minitab Discussion Board
Module D		Control & Improvement of Quality		
Have Fun!	March 12 th -16 th		Spring Break!	
D: Quality Improvement Tools	March 18 th *	March 25 th by 11:59 pm	Problem Solving Process The Seven Tools of Quality Approaches to Continuous Improvement	Read Chapter 9 Team Exercise 2 Discussion Board
D: Metrology, Inspection & Testing	March 25 th *	April 1 st by 11:59 pm	Metrology Types of Gauges Accuracy & Precision Nondestructive Testing & Evaluation	Read Chapter 10 Discussion Board
D: Statistical Process Control	April 1 st *	April 8 th by 11:59 pm	SPC & Variation Types of Data Variable Control Charts Attribute Control Charts Process Capability	Read Chapter 11 Assignment 2: SPC
D: Acceptance Sampling	April 8 th *	April 15 th by 11:59 pm	When Acceptance Sampling is Appropriate Fundamentals of Sampling Theory Sampling Types Sampling Plans	Read Chapter 12 Discussion Board
D: Quality Costs	April 15 th	April 22 nd by 11:59 pm	Categories of Quality Costs The Goal of a COQ System The Elements of a COQ System	Exam 2 (Covers Chapters 7-13) Read Chapter 13

Module E		Quality Management		
E: Human Factors in Quality	April 22 nd *	April 29 th by 11:59 pm	Barriers to Quality Improvement HR Management Employee Involvement and Teams	Discussion Board
E: Debrief	April 29 th *	May 4 th by 11:59 pm	Debrief of the semester	
E: Final	May 6 th *	May 8 th by 11:59 pm		Final Exam (Reflective Essay)

*Classes open at 11:59 pm