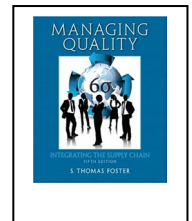




Instructor: Dr. Sang-Heui Lee, Professor of Management
Office: Kelce 110D
Hours: 10:45 – 11:45 am & 1:00 – 3:30 pm, TTH
1:30 – 4:30 pm, W
Phone: 620-235-4597
E-mail: slee@pittstate.edu

Textbook

Managing Quality: Integrating the Supply Chain, 5th Edition, S. Thomas Foster, Prentice Hall.



Catalog Course Description

Integrates the major Total Quality Management (TQM) and Continuous Quality Improvement (CQI) philosophies. The course includes lectures, case studies, and consulting projects. Students will learn how to use major TQM tools and will gain an understanding of TQM applications.

Prerequisites

- MGT 310 Business Statistics or permission of the instructor.

Course Objectives / Learning Outcomes

The objectives of the course are:

1. To learn the principles of quality management. Assessment – two midterms and one final examination covering text, outside reading, and homework assignments.
2. To learn how quality management is implemented. Assessment – a consulting project focused on quality improvement in a “mockup” organization.
3. To develop communication skills. Assessment – classroom presentations.



Course Outline

Week	Date	Topic	Presentation
1	01/17	Course Introduction Consulting Project Basics	
2	01/24	Lecture Ch1 (Differing Perspectives)	
3	01/31	Lecture Ch2 (Quality Theory)	
4	02/07	Lecture Ch10 (Consulting project tools) Part I	
5	02/14	Lecture Ch10 (Consulting project tools) Part II	
6	02/21	Exam I	
7	02/28	Consulting Project Presentation (Part 1: Proposal)	All Teams
8	03/07	Lecture Ch4 (Strategic Quality Planning)	
9	03/14	Spring Break	
10	03/21	Lecture Ch7 (Quality and Innovation)	
11	03/28	Exam II	
12	04/04	Project Discussions	
13	04/11	Consulting Project Presentation (Part 2: Progress) Lab (Qualtrics survey & gap analysis)	Teams 1 & 2
14	04/18	Paper Reading and Summary	Teams 3 & 4
15	04/25	Course Review	
16	05/02	Consulting Project Presentation (Part 3: Final)	All Teams
17	05/09	Final Exam (During the class hours)	Comprehensive

* Changes in this schedule may become necessary. **The instructor reserves the right to amend and reorganize this syllabus at any time.**



Teaching Methods

This hybrid course consists of reading materials (textbook), class note PPT slides, discussion sessions, a team project, exam study guides, etc. Students are expected to communicate with the instructor via **Canvas email** or at the instructor's office during the scheduled office hours. Inquiries through the Canvas email will be responded to within 24 hours.

The team consulting project is an important part of this class. Each team will develop a mockup manufacturing firm and practice analyzing quantitative data of its production using the quality tools. The detailed project guidelines are given in the course syllabus and the separate Evaluation Form for Team Project.

Canvas

- Class announcements will be distributed through the course Announcements in Canvas. Students are required to check the course announcements regularly.
- Course materials are organized by weekly modules, which include a reading assignment, class note, and chapter discussion question.
- Online exams will be available during the scheduled time periods. Lockdown Browser and Monitor software are required.
- Grades for class activities will be posted in Grades.
- Should you have experienced any technical difficulties with using the Canvas learning management system, support services can be found [here](#) or contact [Gorilla Geeks](#).
- The Canvas Privacy Policy can be found at this [link](#) or at: <https://www.canvaslms.com/policies/privacy>



Academic Integrity

All Pitt State students are bound by the academic integrity policies of the university as described and outlined in the current Syllabus Supplement. Please familiarize yourself with these rules and guidelines. In addition, as a course offered through the Kelce College of Business, students in this class are obligated to adhere to the college's Student Code of Ethics as outlined below.

Students pledge to:

- Refrain from class disturbances (during the online sessions that includes the office hours).
- Refrain from use of profane or vulgar language in a threatening or disruptive manner.
- Treat fellow students, staff, faculty, administrators, and property with respect.
- Refrain from giving or receiving inappropriate assistance.
- Prepare assignment and exams honestly, refraining from such unacceptable conduct as plagiarism or unacknowledged appropriation of another's work in any academic work.
- Obey the policies, regulations, and laws of the United States of America, the State of Kansas, The Kansas Board of Regents, Pittsburg State University, and the Gladys A. Kelce College of Business.
- If a student observes someone committing dishonesty in connection with academic work, the student is encouraged to report that dishonesty to the appropriate individual (ex, faculty member, or administrator).

Students with Disabilities

Please inform the instructor if you have a learning or physical disability that interferes with course requirements. Assistance and/or appropriate accommodations may be available through the contacts listed on the [current Syllabus Supplement](#).



Course Evaluation Methods

1. **Exam:** Total exam score 400 includes 100 points for two midterm exams and 200 for the final exam. Exam questions are formulated based on content from textbook reading, discussion sessions, and lecture contents. A front page of handwritten letter-sized reference sheet is allowed during each exam time. All exams are in person.

Make-up exams: **No make-up** exams will be provided.

2. **Consulting Project:** Total team project score is 300 points. This team project will allow students to demonstrate the skills and knowledge that they learned about the various quality diagnostic and correction tools. Refer to the “Evaluation Forms of Team Project” file for evaluation guidelines. The project includes the following steps:

Step 1 (Proposal):

1. Contact your team members in “MGT 520 Teams and Schedule.” Name a mockup manufacturing firm. Start discussing a feasible quality project – issues with the virtual firm.
2. Prepare the first part of the consulting project using “Evaluation Form of Consulting Project (Step 1 - Proposal)” in the “Evaluation Form of Team Project” file that is provided in the Team Project module. Submit a written analysis at Proposal in Canvas by the deadline indicated.

Step 2 (Progress):

1. After a proposal is presented and accepted, start updating the paper to reflect the feedback from the instructor.
2. Make a new (detailed) flow chart that focuses only on the processes of your project’s interest.
3. Develop an Ishikawa diagram that identifies specific causes for the problem(s).
4. Develop two checksheets, one for nominal data for a Pareto chart and another for continuous data to be used for a histogram. Create enough data.
5. Develop a Pareto diagram with nominal data and a histogram with continuous data.
6. Develop a House of Quality for the virtual manufacturer using mock information.
7. Prepare the second part of the consulting project using the “Evaluation Form of Consulting Project (Step 2 - Progress)” in the “Evaluation Form of Team Project” file that is provided in the Team Project module. Submit a written analysis before the team’s scheduled presentation.

Step 3 (Final):

1. Update your project with the feedback from the first and second parts of project.
2. Show the progress the team has made on the project for the entire semester.
3. Prepare the last part of the consulting project using the “Evaluation Form of Consulting Project (Step 3 - Final)” in the “Evaluation Form of Team Project” file that is provided in the Team Project module. Submit a written analysis before the team’s scheduled presentation.



- Mock firms can be any manufacturing companies that produce quantitative data.
- Teams with equal contribution issues among team members can request a peer evaluation at the end of semester.

3. Chapter discussion questions

Each chapter module has a discussion question. Individual student will post his or her answer. Students are not allowed to see others' comments.

4. Chapter quizzes

Each chapter module has a set of quiz questions.

Grading System:

Exams (individual)	400
- Midterm I & II (100 x 2)	200
- Final	200
Consulting project (team)	300
- Proposal (written analysis 30 & presentation 20)	50
- Progress (written analysis 100 & presentation 50)	150
- Final (presentation 70 & presentation 30)	100
Chapter discussion questions (individual, 10 x 10)	100
Chapter quizzes (individual, 15 x 7)	105
Paper Reading and Review 1	35
(individual, main article of project)	
Paper Reading and Review 2	30
(individual, goods quality)	
Paper Reading and Review 3	30
(individual, service quality)	
<hr/> Total	<hr/> 1000 points

Note

The instructor reserves the right to amend and to reorganize this syllabus at any time.

