

Ivy Tech Community College

Syllabus

QUAL 204 Section Number 201220

Total Quality Management - QUAL 204 00C C1

Instructor: Brian Wohlgemuth, MBA

Phone:

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Office: N/A - Online Class

Communication: E-Mail Preferred

Office Hours: 08:00 – 20:00 EDT

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PREREQUISITES: QSC 101 Quality Control Concepts and Techniques I

COREQUISITES: None.

DIVISION: Technology

PROGRAM: Manufacturing and Industrial Technology

CREDIT HOURS: 3; **VIRTUAL CONTACT HOURS** Equivalent to Classroom Lecture: 2 hrs. and 2 Lab hrs.

DATE OF LAST REVISION: August 18, 2013; **EFFECTIVE REVISION DATE:** August 18, 2013

CATALOG DESCRIPTION:

Teaches the philosophy of total quality management. Focuses on improving processes and reducing variation in systems. Covers management's role in improving aspects of manufacturing and service organization to achieve quality improvement.

MAJOR COURSE LEARNING OBJECTIVES:

Upon successful completion of this course the student will be expected to:

1. Define quality and its effects on productivity.
2. Describe production/service operations as a system.
3. Understand the fourteen points of management. (Deming)
4. Compare quality registration standards (ISO 9000, QS 9000, etc.).
5. Identify the obstacles to successful management.
6. Understand how quality and productivity apply to a service organization.
7. Create a system model for analysis.
8. Define quality measurement systems (cost, percent non-conforming, etc).
9. Compare the philosophies of quality experts (Juran, Deming, Crosby, Taguchi).
10. Define the role of continuous improvement process.
11. Examine Six Sigma Principles and deployment.
12. Examine auditing practices and procedures.
13. Utilize Quality Function Deployment (QFD) to establish relationships between customer satisfaction and internal processes.

COURSE CONTENT: Topical areas of study include:

Continuous improvement	QS 9000	Quality Philosophies
Quality Function Development (QFD)	Pareto Analysis	ISO 9000
Cause-Effect Diagrams	Process Flow Charts	Benchmarking
Six Sigma	Total Quality	Design of Experiments
Statistical Process Control (SPC)	PDSA Cycle	

TEXTBOOK: Quality Management 6th Ed., by Goetsch and Davis, ISBN-13: 978013501967-2

HOW TO OBTAIN YOUR TEXTBOOK:

Ivy Tech online bookstore is available for you to purchase the texts required for this course. To order the texts required for this class or any other on-line course, go to <http://www.ivytech.edu/bookstore/> and follow the instructions.

SPECIAL TECHNOLOGY NEEDS:

- ⤴ A functioning, virus free computer with reliable access to the Internet.
- ⤴ I will accept documents composed in Word 97/2000/2003/2007 and Open Office formats. If you have a different word processing program, please contact me via email **BEFORE** our first class to ensure I can read your submissions correctly and with the proper formatting.
- ⤴ PDF files will be accepted, but cannot be edited (easily) so feedback will be limited.
- ⤴ A secure web browser (Firefox, Safari, etc) is HIGHLY recommended but not required.

Please access Blackboard and click on "Test Browser" under the My Institution or Community tab to see if your Web browser is properly configured to use Blackboard.

Please go to the Distance Learning site at: http://cc.ivytech.edu/cp/render.UserLayoutRootNode.uP?uP_tparam=utf&utf=http%3A%2F%2Fwwwcc.ivytech.edu%2Fstudent%2Fdistance-learning%2F for more information related to technology requirements for online courses. (You will have to copy and paste this address into your browser.

Check with the nearest campus bookstore for educational pricing if additional software is required for this course.

COMPUTER DOWNLOADS:

This link provides you with important computer information, including security software, viewer software for users without Microsoft products, adobe reader, flash player, java, and more. http://cc.ivytech.edu/cp/render.UserLayoutRootNode.uP?uP_tparam=utf&utf=http%3A%2F%2Fwwwcc.ivytech.edu%2Fstudent%2Fdistance-learning%2F

COMMUNICATIONS:

E-Mail is the preferred method for class communications. My email address is bwohlgemuth@ivytech.edu. If you send me an email, please allow 24 hours for me to respond. If I have not responded by that time, please feel free to send a follow up. NOTE: You are still responsible for submitting your homework ON TIME even if you awaiting a response. The Messaging System through Blackboard is highly discouraged.

Responses to telephone messages and Distance Learning messages will be within two (2) business days. A business day is a Monday through Friday that the college is open and conducting classes, excluding holidays in which the college is closed.

IMPORTANT: Whenever you send me email in the Ivy Tech system, include the identifier "QUAL204" in the subject line. If you fail to do so, I may not receive your email. A typical subject line may read "QUAL204 - Session 1 Question". Notice that "QUAL204" stands alone - it is not attached to the other text with, and there is no dash or underscore. If it is attached to other text, my email filters will probably miss it.

COURSE REQUIREMENTS:

AM I REQUIRED TO COME TO CAMPUS FOR THIS COURSE?

No; you do not have to come to campus for this course. There are no activities, labs, or assessments that require you come to campus. However, if you cannot meet the technology requirements to complete the course assignments you are encouraged to use a campus conveniently located to you. For example, if your home computer does not have the needed software/upgrades to complete tasks, then visiting a campus would be an alternative.

OPTIONAL CAMPUS SUPPORT:

You are welcome to use the services and equipment available at the Ivy Tech Community Campus most convenient to you. Services include academic advising, equipment, libraries, and tutoring. Please locate the Ivy Tech Community College campus most convenient to you: <http://ivytech.edu/campuses>.

For distance learners, the Virtual Library offers full-text journals, books, and other resources essential for completing course assignments. Please visit <http://wwwcc.ivytech.edu/library>, to access Resources and Services for Distance Learners.

CLASS PARTICIPATION:

Online classes are a great way to learn material at your own pace, at almost anywhere on the planet. However, these types of classes require serious participation, planning and commitment. **In order to fully participate in the education process, it is HIGHLY recommended that interactive work such as discussion board posts are completed early in the class week.** This will give you time to not only get your homework done early, but to also participate in a dynamic environment with your fellow students instead of rushing in work late on a Sunday evening.

The purpose behind the discussion boards is to foster "discussion". Responses should be well thought out and should bring new thoughts and ideas to your fellow classmates. "Me Too" is not a valuable contribution to the educational process.

This is a college course, and will prepare you for your experiences in the workplace. Any documents you create are a virtual representation of yourself. Because of this, your work should be error-free and in an "easy-to-read" format (similar to this document).

METHODS OF INSTRUCTIONAL DELIVERY

INSTRUCTIONAL METHOD:

This is an online distance learning course. Each week's assignments and readings are displayed on the Course Calendar, accessed from the "Syllabus" menu button on Blackboard. It takes a great deal of discipline, self-motivation and effective time management skills to successfully complete an online course. Many students find it helpful to set aside specific times each week to work on course assignments.

INSTRUCTOR COMMITMENT:

Ivy Tech Community College instructors are committed to respond to students within 36 hours. If you have specific questions that may take a while, please arrange to schedule a call with me so we may go over your concerns at a specific time and in as much detail as you wish.

GRADES:

- ⤴ All grades will be maintained in Blackboard's online grade book. Students are responsible to track their progress by referring to the online grade book.
- ⤴ Remember, the Course Calendar is a good way to stay on top of course due dates. Refer to it often. All weeks begin Monday at 6:00 a.m. and end on Sunday night at 11:55 PM. All times are Fort Wayne's Eastern Time Zone.
- ⤴ **All work must be submitted by 11:55 PM on the posted due date in the course calendar. Late assignments will not be accepted for grades.**

MAKE-UP POLICY:

- ⤴ **Late assignments will NOT be graded unless you have received prior approval from the Instructor.**
- ⤴ If, however, you have planned events (vacation, wedding, birth of a child, surgery, etc.), you can work ahead on assignments with prior approval of the Instructor. This should be done at least **seven (7) calendar days** prior to the event.

In all cases, communicate with your instructor!

- ⤴ If you have a documentable, verifiable, SERIOUS problem that will prevent you from submitting an assignment or multiple assignments on time contact your Instructor immediately.
- ⤴ The Instructor will determine if the seriousness of your problem warrants an exception to the late assignment rule and may allow you to submit your work up to seven (7) days late.
- ⤴ Assignments submitted late will be assessed a minimum of a 10% grade penalty, regardless of the reason. There is no extra credit available for late assignments.

You are responsible for timely assignment submission. Should your personal computer system or network go down, you must still turn in your work in a timely manner. Do not wait until the last minute. Plan ahead by seeking alternative means for submitting your work before it is due. Local libraries and all Ivy Tech Community College campuses can serve as alternative resources. Contact your campus or other public lab for schedules and Internet availability.

Inability to access the required software or to Blackboard for ANY REASON on your home or work computer is NOT a legitimate excuse for turning work in late.

PLEASE NOTE THOSE "SYSTEM MAINTENANCE" E-MAILS YOU RECEIVE AND PLAN ACCORDINGLY!!!!!!

LAST DAY TO WITHDRAW WITH FULL REFUND:

If you wish to withdraw from this course, you are responsible for completing an official withdrawal form with the registrar. **The last day to withdraw from this course and receive a full refund is August 30, 2013.**

LAST DAY TO WITHDRAW WITHOUT ACADEMIC APPROVAL:

If you wish to withdraw from this course, you are responsible for completing an official withdrawal form with the registrar. **The last day to withdraw from this course is November 9, 2013.**

RIGHT OF REVISION:

The college reserves the right to change any statements, policies or scheduling as necessary. Students will be informed promptly of any and all changes.

PROCTORING INFORMATION:

All tests and quizzes are online in Blackboard. This course does not use a proctor for testing.

METHOD(S) OF EVALUATION - GRADING

Method of evaluation shall be:

- ⤴ **Exams:** 2 @ 100 points each for a total of 200 points, 28% of your grade.
- ⤴ **Quizzes:** 15 @ 10 points each for a total of 150 points, 21% of your grade .
- ⤴ **Essays:** 15 @ 15 points for a total of 225 points, 31% of your grade.
- ⤴ **Discussion Board Responses to Essays:** 28 @ 5 points for a total of 140 points, 20% of your grade.

Total possible evaluation points shall be 715 points with the following letter grades using the straight, 90%, 80%, 70%, 60%, grading scale.

643-715 = Excellent =A
572-642 = Superior = B
501-641 = Competent =C
429-500 = D
0-428 = F

The objective nature of this course lends itself to objective assessment. 49% of the grade is composed of quizzes and exams. In my opinion, however, writing exercises require greater thought and promote greater learning and retention so your essays and other postings on the discussion board will actually carry a slightly greater weight in your grade for this class.

Evaluation Methods Described:

The Midterm and Final Exams will be true/false or multi-choice taken digitally on Black Board.

TEST REQUIREMENTS:

Each test and quiz will be completed online. Each will be available for seven (7) days starting on Monday at 6:00 a.m. and ending on Sunday at 11:55 PM, (all times are Fort Wayne's Eastern Time

Zone). You will have only one attempt to take the exam within the allotted time, so you need to allow yourself ample time before starting the exam. The exams will be computer graded, and the grades automatically posted to the grade book in Blackboard. Do not attempt to 'save' or 'print' the test. Those tests submitted beyond the time limit will be assessed a point deduction – 1 point per minute over.

Quizzes will be true/false or multiple choice and taken digitally on Black Board.

Note on Exams and Quizzes: While they are generally short and open-book, they are also timed so as to make it expedient to know the material well beforehand. You will not have time to flip through the text to find answers. They must be taken during the week the assignment is made. Late assignments will not be accepted without prior approval from the Instructor.

Discussion Papers:

Each student shall write a one-page essay for each chapter or other assigned reading. The essay must be posted in Blackboard by 11:55 PM (ET) **Thursday** night of that week.

Responses to Essays written by others:

The student will post a response to a minimum of two other students' essays each week. The responses must be posted by 11:55 PM the following **Sunday** night.

Coursework in General:

Each week, the student shall go the Class Session to find that week's assignment. The student is to read the chapter in the text and/or another reading as indicated in the Class Sessions tab for that week. An essay assignment will be given in each week's Class Session covering one of the major topics covered in the reading assignment. In order to fulfill the major course learning objectives found in Ivy Tech's Course Outline of Record, we will not read every chapter in the text but will need to incorporate outside readings on a couple topics not addressed by the text. Students shall post their essays in the week's Discussion Board Session by 11:55 PM that Thursday night. Students shall respond to two of their classmates' essays and shall take the online quiz or exam by 11:55 PM of the following Sunday.

The first session is used as an introduction to Blackboard to first-time online class users, and as a review for those who have taken an online class before. It also requires each of you to send me a message using the Blackboard Message Tool, (NOT Ivy Tech email). It will also provide everyone in the class with an opportunity to introduce yourselves and tell why you are taking this class. In each session, students shall: read the textbook assigned reading and/or other assignments as indicated in the Class Sessions section in Blackboard and take the online quiz. Beginning in session two each student shall post an essay on one of the discussion questions assigned from the previous week's reading assignment, and post responses to two of your classmates' essays. The only exception will be the last session when the only assignment will be writing the essay and taking the Final Exam (no essay responses are required).

Your original essays are due by 11:55 PM on the Thursday night of the assignment week. This allows your classmates time to read and reply. Your responses to two of your classmates' essays must be completed and posted by 11:55 PM on the Sunday evening ending that session. The quiz or exam must also be completed by Sunday night at 11:55 PM.

For example: the Session 1 essay is due by 11:55 PM Thursday night, August 26th. Likewise, substantive responses to two of your classmates' essays must be posted on the Session 1 Discussion Board and the Session 1 quiz must be completed by 11:55 PM the night of Sunday August 30th.

ACADEMIC HONESTY STATEMENT:

The College is committed to academic integrity in all its practices. The faculty value intellectual integrity and a high standard of academic conduct. Activities that violate academic integrity undermine the quality and diminish the value of educational achievement. Cheating on papers, tests or other academic works is a violation of College rules. No student shall engage in behavior that, in the judgment of the instructor of the class, may be construed as cheating. This may include, but is not limited to, plagiarism or other forms of academic dishonesty such as the acquisition without permission of tests or other academic materials and/or distribution of these materials and other academic work. This includes students who aid and abet as well as those who attempt such behavior.

COPYRIGHT STATEMENT:

Students shall adhere to the laws governing the use of copyrighted materials. They must insure that their activities comply with fair use and in no way infringe on the copyright or other proprietary rights of others and that the materials used and developed at Ivy Tech Community College contain nothing unlawful, unethical, or libelous and do not constitute any violation of any right of privacy.

ADA STATEMENT:

Ivy Tech Community College seeks to provide reasonable accommodations for qualified individuals with documented disabilities. If you need an accommodation because of a documented disability, please contact the Office of Disability Support Services. If you will require assistance during an emergency evacuation, notify your instructor immediately. Look for evacuation procedures posted in your classroom, (much of this statement is, obviously, less applicable for an online class).

Your grade in this course is determined by the following criteria:

Student's performance will be evaluated through a series of examinations and other evaluative instruments. The evaluation is designed to ensure that the course objectives are met.

Class Calendar: Remember, All times are Eastern Daylight/Standard Time (Fort Wayne).

Session	Readings	Assignments / Assessments	Due Dates
1 8/19 - 8/25	Read Chapter 1	<ol style="list-style-type: none"> 1. Discussion Board - Post an Introduction of yourself on the Session 1 Discussion Board. 2. Respond to two of your classmates introductions 3. Communication: send an email to me bwohlgemuth@ivytech.edu 4. Quiz over Chapter 1 	<p>11:55 PM, Thursday August 22</p> <p>11:55 PM, Sunday August 25</p>
2 8/26 - 9/1	Read Chapter 2	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH1 essay. 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 2 	<p>11:55 PM, Thursday August 29</p> <p>11:55 PM, Sunday September 1</p>
3 9/2 - 9/8	Read Chapter 3	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH2 essay, 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 3 	<p>11:55 PM, Thursday September 5</p> <p>11:55 PM, Sunday September 8</p>
4 9/09 - 9/15	Read Chapter 4	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH3 essay. 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 4 	<p>11:55 PM, Thursday September 12</p> <p>11:55 PM, Sunday September 15</p>
5 9/16 - 9/22	Read Chapter 5	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH4 essay. 2. Respond to one of your classmate's essays. 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 5 	<p>11:55 PM, Thursday September 19</p> <p>11:55 PM, Sunday September 22</p>
6 9/23 - 9/29	Read Chapter 6	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH5 essay 2. Respond to one of your classmate's essays. 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 6 	<p>11:55 PM, Thursday September 26</p> <p>11:55 PM, Sunday September 29</p>
7 9/30 - 10/6	Read Chapter 7	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH6 essay. 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 7 	<p>11:55 PM, Thursday October 3</p> <p>11:55 PM, Sunday October 6</p>
8 10/7 - 10/13 Mid-Term Exam Due 10/17	Read Chapter 8	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH7 essay. 2. Respond to one of your classmates' essays on the Discussion Board. 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 8 5. Take the Mid-Term Exam 	<p>11:55 PM, Thursday October 10</p> <p>11:55 PM, Sunday October 13</p> <p>11:55 PM, Thursday OCTOBER 17</p>

9 10/14 - 10/20	Read Chapter 9	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH8 essay. 2. Respond to one of your classmates' essays 3. Take the Mid-Term Exam 4. Respond to another of your classmates' essays. 5. Complete quiz over Chapter 9 	11:55 PM, Thursday OCTOBER 17 11:55 PM, Sunday October 20
10 10/21 - 10/27	Read Chapter 10	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH9 essay. 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 10 	11:55 PM, Thursday October 24 11:55 PM, Sunday October 27
11 10/28 - 11/3	Read Chapter 11	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH10 essay. 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 11 	11:55 PM, Thursday October 31 11:55 PM, Sunday November 3
12 11/4 - 11/10	Read Chapter 12	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH11 essay. 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 12 	11:55 PM, Thursday November 7 11:55 PM, Sunday November 10
13 11/11 - 11/17	Read Chapter 13	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH12 essay. 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 13 	11:55 PM, Thursday November 14 11:55 PM, Sunday November 17
14 11/18 - 11/24	Read Chapter 14	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH13 essay. 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 14 	11:55 PM, Thursday November 21 11:55 PM, Sunday November 24
15 11/25 - 12/1	Read Chapter 15	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH14 essay. 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over Chapter 15 	11:55 PM, Thursday November 29 11:55 PM, Sunday December 1
16 12/2 - 12/8	Read QFD, SPC, & Benchmarking Assignment	<ol style="list-style-type: none"> 1. Discussion Board - Post your CH15 essay. 2. Respond to one of your classmates' essays 3. Respond to another of your classmates' essays. 4. Complete quiz over QFD, SPC, & Bench-marking 	11:55 PM, Thursday December 5 11:55 PM, Sunday December 8

<p>17 DUE 12/12</p>	<p>NO ADDITIONAL READING!</p>	<p>Discussion Board - Post your QFD, SPC, & Bench-marking essay. No late essays accepted</p> <p>NO RESPONSES REQUIRED</p> <p>Final Exam Due Friday DECEMBER 12th</p>	<p>Exam and Essay</p> <p>Due no later than: 11:55 PM DECEMBER 12TH</p>
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