INSTRUCTOR: Dr. Pelin Altintas-deLeon
Assistant Professor
Department of Engineering & Technology

Office Location: Charles J. Austin Engineering & Technology Building, Room 215
Office Hours: MWF 9:00am – 10:00am
TR 1:00pm – 2:00pm or by appointment
This is a web based class and instructor will be available via email throughout the day Monday through Friday.

Office Phone: (903) 468-8117
Office Fax: (903) 886-5960 (Inform instructor when a fax is sent)
University Email Address: pelin.altintas-deleon@tamuc.edu

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings:

Textbook Required: Quality Management for Organizational Excellence: Introduction to Total Quality.
David L. Goetsch and Stanley Davis.
Publisher: Prentice Hall
ISBN-10: 0135019672

Course Description:

This course examines (1) the primary tools and methods used to monitor and control quality in organizations and (2) the ways in which quality can be improved. Included in the course are such topics as the historical development of quality management, the seven basic tools for quality improvement, and management strategies for implementing world class quality improvement strategies. Emphasis is also given to control chart analysis and process capability study. Course Prerequisite: Junior standing.
Student Learning Outcomes:

1. Identify concepts of quality management and improvement.
2. Develop an understanding of the role of technology, managers, employees, and customers in developing a quality-based workplace.
3. Develop abilities to apply tools and techniques of Total Quality Improvement including, statistical process control, control charts, and quality function deployment techniques.
4. Demonstrate an ability to utilize data gathering and analysis tools as related to process control and process capability.
5. Identify current trends and benchmark organizations related to Quality Management.
6. Understand the ethical issues as related to quality of services and products.

COURSE REQUIREMENTS

Instructional / Methods / Activities Assessments:

This is an online course which utilizes facilitated lectures, discussions, and a series of assignments to assist students in achieving the course learning outcomes. Each week you will work on various combinations of assignments, activities, discussions, readings, and research. Make sure to check each week materials. You can submit your assignments/exams earlier than due dates; then, continue with the following week’s materials.

Contents of chapters:

Chapter 1: What is quality?
Chapter 2: Quality and global competitiveness.
Chapter 3: Strategic management.
Chapter 4: Quality management.
Chapter 7: Customer satisfaction.
Chapter 8: Employee empowerment.
Chapter 11: Effective communication.
Chapter 14: ISO 9000/Total Quality.
Chapter 15: Total quality tools.
Chapter 16: Problem solving.
Chapter 17: Quality function deployment.
Chapter 18: Statistical Process Control.
Chapter 19: Six Sigma, Lean
Chapter 20: Benchmarking

Exams: 40% of total course grade

Student Learning Outcomes #1, #2, #3, #4, #5, #6

Exams will be used to assess a student’s knowledge and skills related to quality management and improvements concepts.
Assessment Method: Exams will be given throughout the semester to assess the material/topics covered in associated course readings and/or course activities. Exams will be multiple choice and/or short essay responses and points associated with each exam may vary but will be clearly documented.

Assignments: 60% of total course grade

Student Learning Outcomes #1, #2, #3, #4, #5, #6

There will be assignments throughout the semester. Assignments will include mini-research papers, case study analyses, and application of quality tools to specified real world situations. These assignments will be used to assess a student’s knowledge and skills related to quality management and improvements concepts.

Assessment Method: All the assignments will be given throughout the semester to assess the material/topics covered in associated course readings. Mini research paper assignments should be well organized and reference the external sources. Failure to cite the appropriate source can result in a zero on this assignment.

Grading:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
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<tbody>
<tr>
<td>A</td>
<td>90 – 100</td>
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<tr>
<td>B</td>
<td>80 – 89</td>
</tr>
<tr>
<td>C</td>
<td>70 – 79</td>
</tr>
<tr>
<td>D</td>
<td>60 – 69</td>
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<tr>
<td>F</td>
<td>Below 60</td>
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</tbody>
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TECHNOLOGY REQUIREMENTS

This is a web based course. The following technologies will be required for this course.
- Internet access / connection – high speed recommended (not dial-up)
- Microsoft Word, Excel, PowerPoint.
- Windows Media Player

ACCESS AND NAVIGATION

This course is delivered by Texas A&M University – Commerce through the eCollege course management system. To get started with the course, go to: https://leo.tamuc.edu/
You will need your CWID and password to log in to the course. If you do not know your CWID or have forgotten your password, contact Technology Services at 903.468.6000

COMMUNICATION AND SUPPORT

Interaction with Instructor Statement:

The communication tools used in this course will be Email and eCollege Announcements. Students should communicate with the instructor through the course email tool or directly to the email address provided in this syllabus. The instructor will communicate with students via email through their myLeo email address.
If at any time you experience technical problems (e.g., you can't log in to the course, you can't see certain material, etc.) please contact the eCollege HelpDesk, available 24 hours a day, seven days a week. The HelpDesk can be reached by at helpdesk@online.tamuc.org or by calling (toll-free) 1-866-656-5511.

Submitting Assignments:

Submitted student work must be readable and printable using any Microsoft Suite product. Any other formats will not be accepted without prior approval. Students should keep electronic copies of all submitted work.

Electronic file naming convention is: LastName, Initial(s), CourseNumber, Assignment #, dot FileExtension. Examples to be used for the assignments in this course:

   SmithM-IT340-01W-Assignment1.doc
   SmithM-IT340-01W-Exam1.doc

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures:

Academic Dishonesty

Texas A&M University-Commerce will not condone plagiarism in any form. Plagiarism represents disregard for academic standards and is strictly against University policy. Plagiarized work can result in a “0” on a given assignment(s) or an “F” for the course as well as further administrative sanctions permitted under University policy.

Guidelines for properly quoting someone else’s writings and the proper citing of sources can be found in the APA Publication Manual. If you do not understand the term “plagiarism”, or if you have difficulty summarizing or documenting sources, contact your professor for assistance.

University Specific Procedures:

ADA Statement

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services
Texas A&M University-Commerce
Gee Library 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
StudentDisabilityServices@tamu-commerce.edu
Student Disability Resources & Services
**Student Conduct**

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. (See *Code of Student Conduct from Student Guide Handbook*).

<table>
<thead>
<tr>
<th>WEEK OF</th>
<th>ACTIVITY</th>
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<tbody>
<tr>
<td>August 27</td>
<td>First Class Day. Class materials will be available to view. Begin reviewing course syllabus and class materials.</td>
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<tr>
<td>September 3</td>
<td>Return COSEA Academic Honesty Policy.</td>
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<tr>
<td>September 10</td>
<td>Assignment #1 due.</td>
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<tr>
<td>September 17</td>
<td>Assignment #2 due.</td>
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<tr>
<td>September 24</td>
<td>Assignment #2 due.</td>
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<tr>
<td>October 1</td>
<td>Exam1 due.</td>
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<tr>
<td>October 8</td>
<td>Assignment #3 due.</td>
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<tr>
<td>October 15</td>
<td>Assignment #3 due.</td>
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<td>October 22</td>
<td>Assignment #4 due.</td>
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<tr>
<td>October 29</td>
<td>Assignment #4 due.</td>
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<tr>
<td>November 5</td>
<td>Exam2 due.</td>
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<tr>
<td>November 12</td>
<td>Assignment #5 due.</td>
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<tr>
<td>November 19</td>
<td>Assignment #5 due.</td>
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<tr>
<td>November 26</td>
<td>Final Exam due.</td>
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<tr>
<td>December 3</td>
<td>Final Exam due.</td>
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*No assignment will be graded until the Student Academic Honesty Policy has been read, signed, and submitted.*