



FALL 2012 (08/25/2012-12/14/2012)
Course Syllabus

LOCATOR INFORMATION:

Course Name: Quality Management-MGMT & MKTG 4020
Credit Hours: 3
Contact Hours: Monday 5:30 pm – 8:30 pm
Class Room: Room 272, Avon Williams Campus

INSTRUCTOR:

Name: Joel K. Jolayemi
Office: AWC Room K-446, College of Business
Phone: 615 963-7134
E-mail: jjolayemi@tnstate.edu

Office Hours: Monday & Wednesday: 8:30 a.m. – 12:00 noon. Thursday: 9:00 – 12 noon.

CLASS WEBSITE: <https://elearn.tnstate.edu>

Please check this site regularly. Announcements, course materials and assignments will be posted on this site.

TEXTBOOK & MATERIALS:

- Managing Quality: Integrating Supply Chain, Fourth Edition by S. Thomas Foster.. Published by Pearson/Prentice Hall (2007).
- The WEB – Extensive use of the WEB
- Journals and other periodicals.

COURSE DESCRIPTIONS:

TQM is defined as both a philosophy and a set of guiding principles that represent the foundation of a continuously improving organization. It is the application of quantitative methods and human resources to improve all the processes within an organization and exceed customer needs now and in the future. TQM integrates fundamental techniques, existing improvement efforts, and technical tools under a disciplined approach.

The course is approached from the point of view of a quality planner/manager. The goal of the course is to lead students to achieve proficiency and skill in TQM concepts, principles, methods, and tools that can be used in organizations to provide quality products and services to customers.

In recent times, Six Sigma has garnered considerable attention among business and academics alike as a key approach for improving quality in organizations. Some of the core concepts and methods of Six Sigma are among the topics that will be covered in this course.

A practical state-of-the-art approach to classroom instruction, learning, and problem-solving will be emphasized and used throughout the course.

COURSE OBJECTIVES:

- Learn and apply the concepts, principles, methods, and analytical tools used in the continuous improvement of organization processes, products and services.
- Understand the core concepts, principles, and methods of Six Sigma and their applications.
- Learn and understand how to use two major frameworks for pursuing TQM in organizations: the Malcolm Baldrige National Quality Award and ISO 9000-2000 and 14000'
- Understand how to plan, implement, and manage quality programs in organizations.
- Gain practical insights by writing practical projects and solving case-problems in TQM.

ACADEMIC INTEGRITY:

Academic honesty and integrity lie at the heart of any educational enterprise. Students are expected to do their own work and neither to give nor to receive assistance during quizzes and examinations. Deliberate violations of academic integrity (plagiarism, cheating, misrepresentation, and fabrication of information) are not tolerated. Actions outlined in the Tennessee State University Student Handbook under Code of Student Conduct will be followed for incidents of academic misconduct.

REASONABLE ACCOMMODATIONS:

Any students requiring accommodations should contact Patricia Scudder, Director of Students with Disabilities-Disabled Student Services Office, at 963-7400, preferably before the fourth class meeting. The College of Business, in conjunction with the Office of Disabled Student Services, makes reasonable accommodations for qualified students with medically documented disabilities. I need to be aware of your status if it will affect your class activities and assignments – before assignments are due.

CODE OF STUDENT CONDUCT:

There will be no eating, drinking, sleeping or disruptive behavior in the classroom. Each student is encouraged to participate in classroom activities, ask questions, and work along with the class as recommendations/problem solutions to illustrations, examples, and cases are examined. Additionally, cell phones must be turned off upon entering the classroom and should remain so until class has ended. Action will be taken against those students who do not adhere to appropriate classroom behavior.

PROCEDURES AND REQUIREMENTS:

1. Attendance Policy:

- Students are expected to be present for all class meetings.
- Material covered during an absence is the responsibility of the student, except in cases where the student has an acceptable reason for the absence.
- The attendance policy stated in the catalog applies
- **A bonus of 1.5 points will be awarded** to students whose number of absence from class, late arrivals to class, and early departures from class are not greater

than three when added together. **A penalty of –1.5 points will be awarded** if otherwise, unless there are acceptable reasons.

- Note that attendance can be taken at any time during class period. Note also that attendance can be taken more than one time within a class period, depending on the prevailing situation in class.
- Quiz can be given during any class session without prior notice.
- Eating is not allowed in the class. Drinking of beverages or water in the class is not also allowed.
- Cell phones should be shut-off before entering class.
- An extra bonus of at least 1.5 points will be awarded to those that participate very actively in class.

2. Assignments:

- Where to find: All assignments will be given in class or posted on class website.
- Submission and due: Students are required to submit typed hard-copies of their assignments. Late submissions will be penealized.

3. Projects/cases:

Students will be required to turn in written projects/cases. May be required to make oral presentation in class using PowerPoint, the Web, Spreadsheet and/or Database software products; and be able to work well in team environments.

4. Tests and Exams:

There will be two TEST (less coverage than exam) and two EXAMS. All TESTS and EXAMS will be closed book. The Final Exam will be cumulative, covering all topics in the course. Quizzes may be given randomly in class and will be treated as part of assignments. There is no make-up arrangement for quiz. Make-up test/exam will NOT be administered for unacceptable absence.

5. Method of Instruction:

Instruction will be by lectures, hands-on use of Operations Management software, and case analysis. The course will be delivered in a multimedia environment PowerPoint, Videos, Microsoft Excel spreadsheet templates, and Practice Exams on CD-ROMs.

Evaluation Policy.

The final grade will be calculated as follows:

Assignments/cases/class exetcises:	20%
Tests:	30%
Mid-Semester Exam:	20%
Final Exam	30%

The grading scale is:

100%-90%	=	A
89%-80%	=	B
79%-70%	=	C

69%-60% = D
 Less than 60%= F

COURSE OUTLINE AND CLASS ASSIGNMENTS

WEEK	TOPICS.	CHAPTERS/ HANDOUTS.
1	Differentiating Perspectives on Quality. Quality Theory.	Chapter 1. Chapter 2.
2	Global Supply Chain Quality and International Quality Standards. Strategic Quality/Hoshin Planning. Project/Assignment.	Chapter 3. Chapter 4 & Handouts.
3	The Voice of the Customer. Exam 1.	Chapter 5.
4	The Voice of the Market. Quality & Innovation in Product and Process Design.	Chapter 6. Chapter 7.
5	Quality & Innovation in Product and Process Design (continued). Designing Quality Services.	Chapter 7. Chapter 8.
6	Managing Supplier Quality in the Supply Chain	Chapter 9.
7.	The Tools of Quality: Ishikawa's Basic Seven Tools of Quality.	Chapter 10 & Handouts.
	Mid-Term Exam (Exam 2).	
8	Spring Break	
9.	The Tools of Quality: The Seven New Tools for Improvement.	Chapter 10 & Handouts.
10.	Statistical Based Quality Improvement for Variables	Chapter 12.
11.	Statistical Based Quality Improvement for Attributes. Exam 3.	Chapter 13.
12.	Six Sigma and Tools	Chapter 14 & Handouts.
13.	Six Sigma and Tools cont'd.	Chapter 14 & Handouts.
14.	Guest Lecturer	Handouts.
15	Managing Learning for Quality Improvements Implementing and Validating the Quality System	Chapter 15 Chapter 16.
	Revisions.	

Note: The above **Tentative Class Schedule** and **Assignments** may be revised during the course of the term; you are responsible to keep up with any changes announced in class.