

**BRAZOSPORT COLLEGE**  
**SYLLABUS FOR TMGT 3340**  
**QUALITY ASSURANCE, MANAGEMENT & IMPROVEMENT**  
**SPRING 2016**

<b>INSTRUCTOR:</b>	<b>Dr. Xiao Li</b>
<b>OFFICE LOCATION:</b>	<b>J216</b>
<b>INSTRUCTOR OFFICE HOURS:</b>	<b>As needed</b>
<b>PHONE:</b>	<b>979-230-3281 (ofc.) or 248-884-9426 (cell)</b>
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**COURSE DESCRIPTION**

This course is for students seeking a comprehensive understanding to principles of quality management: customer focus, continuous improvement, employee involvement, and process improvement. Topics include evolution of TQM theory; TQM models, tools, and techniques; development of TQM teams; production of graphs and charts; strategies for meeting customer expectations; benchmarking; and comparison of TQM applications. Spreadsheet software is used to develop statistical process control charts and graphs. Use of case studies and a project will help students gain knowledge in implementing quality management principles. (3 SCH, 3 lecture, 0 lab) CIP 52.0202.0036

*Prerequisite: Senior standing and TMGT 3307.*

This section will be delivered in a hybrid format, requiring the student to spend time online (via D2L) participating in discussions and projects, submitting assignments, and completing mid-term and final exams.

**TEXTBOOK OR COURSE MATERIAL INFORMATION**

Evans and Lindsay. **Managing for Quality and Performance Excellence** 9<sup>th</sup> edition.  
Thomson SouthWestern (2014), ISBN-13: 978-1285069463 ISBN-10: 1285069463

Required course materials are available at the Brazosport College bookstore, on campus or online at <http://www.brazosport.edu/bookstore>. A student of this institution is not under any obligation to purchase a textbook from the college bookstore. The same textbook is/may also be available from an independent retailer, including an online retailer.

**COURSE LEARNING OBJECTIVES**

This course is designed to provide a comprehensive coverage of quality management. Emphasis will be placed on both theory and implementation of quality management. Upon successful completion of the course, students should be able to:

1. Develop an appreciation of quality management theory, principles, and practices.
2. Identify and meet the needs of internal/external customers.
3. Implement quality improvement efforts using teams.

4. Use quality improvement tools and practices for continuous improvement.
5. Develop strategies for organizational change and transformation.

### **STUDENT LEARNING OUTCOMES**

Students will:

apply course concepts by individually completing weekly assigned problems. All assignments are to be submitted in D2L by due date noted in the *Course Schedule* below. Unless prior arrangement is made with the instructor, late homework will not be accepted.

apply course concepts and demonstrate written communication skills by responding online to weekly discussion questions and replying actively and substantively to other students postings. **Only postings made during the assignment week will be accepted for grading.** In online discussions students will be required to paraphrase and quote relevant course material, use technical vocabulary accurately, and express conclusions supported by appropriate factual data.

demonstrate written, oral, and interpersonal communication skills and apply key course concepts by respond to end-of-chapter case questions. These responses must be posted to D2L by due date.

demonstrate written communication skills and apply key course concepts by preparing and presenting a research paper regarding quality management

demonstrate their knowledge of course concepts by performing successfully on midterm and final exams. .

### **STUDENTS WITH DISABILITIES**

Brazosport College is committed to providing equal education opportunities to every student. Brazosport College offers services for individuals with special needs and capabilities including counseling, tutoring, equipment, and software to assist students with special needs. Please contact the Special Populations Counselor, 979.230.3236, for further information.

### **ACADEMIC HONESTY**

Brazosport College assumes that students eligible to perform on the college level are familiar with the ordinary rules governing proper conduct including academic honesty. The principle of academic honesty is that all work presented by you is yours alone. Academic dishonesty including, but not limited to, cheating, plagiarism, and collusion shall be treated appropriately. Please refer to the Brazosport College Student Guide for more information. This is available online at <http://www.brazosport.edu>. Click on the CATALOGS AND SCHEDULES link under STUDENTS.

Academic dishonesty violates both the policies of this course and the Student Code of Conduct. In this class, any occurrence of academic dishonesty will be referred to the Dean of Student Services for prompt adjudication, and will, at a minimum, result in \_\_\_\_\_F\_\_\_\_\_

in this course. Sanctions may be imposed beyond your grade in this course by the Dean of Student Services.

### **COURSE REQUIREMENTS AND GRADING POLICY**

**Grading Scale:** 90-100% = A, 80-89 = B, 70-79% = C, 60-69% = D, Below 60% = F. (Please note that a grade of D will not be accepted in the B.A.T. program)

<b><u>Coursework</u></b>	<b><u>Points</u></b>	<b><u>Percentage</u></b>
Online Case Discussion	60	12%
Weekly assignments	170	34%
Quiz 1 (Ch1- Ch4)	40	8%
Quiz 2 (Ch7 - Ch9)	30	6%
Midterm Exam	100	20%
Final Exam	100	20%
<b><i>Total</i></b>	500	<b><i>100%</i></b>

### **MAKE-UP POLICY**

**No make-up** for Quizzes, Mid-term and final exams and no late assignments/discussion is accepted **unless prior arrangement is made with the instructor.**

### **STUDENT RESPONSIBILITIES**

Students are expected to fully participate in this course. The following criteria are intended to assist you in being successful in this course:

- a. understand the syllabus requirements
- b. use appropriate time management skills
- c. communicate with the instructor
- d. complete course work **on time**, and utilize online components (such as Desire2Learn) as required.

**CLASS SCHEDULE:**

**Note: all the pages are referred to the required textbook**

<b><u>Dates</u></b>	<b><u>Readings/Topic</u></b>	<b><u>Assignments</u></b>
Week 1 1/11-1/17	Ch 1: Introduction to Quality	Assignments – <b>15 Points</b> : <ul style="list-style-type: none"><li>Review Questions: Q3, Q10, Q17 on Page 37-38</li></ul> <b>Due date: 1/17</b>
Week 2 1/18-1/24	Ch 2: Foundation of Quality Management	Assignments – <b>20 Points</b> : <ul style="list-style-type: none"><li>Review Questions: Q2, Q4, Q5, Q13 &amp; Q18 on Page 86-87</li></ul> <b>Due date:1/24</b>
<b>Week 3</b> <b>1/25-1/31</b>	Ch 3: Customer Focus	Assignments – <b>20 Points</b> : <ul style="list-style-type: none"><li>Review Questions: Q5, Q11, Q12, Q21 &amp; Q23 on Page 136-137.</li></ul> <b>Due date: 1/31</b>
Weeks 4 2/1-2/7	Ch 4: Workforce Focus	<b>1. Online Case Discussion – 20 Points</b> 2. Assignments – <b>15 Points</b> : Review Questions: Q1, Q5, Q11, Q15 & Q21 on Page 194-195 <b>Due date:2/7</b>
Week 5 2/8-2/14	<b>Quiz 1</b>	<b>Quiz 1 - 40 Points</b> <b>(Ch1 through Ch4)</b> <b>Due date: 2/14</b>
<b>Week 6</b> <b>2/15-2/21</b>	Ch 5: Process Focus	Assignments – <b>15 Points</b> : <ul style="list-style-type: none"><li>Review Questions: Q3, Q6, Q13, Q19&amp; Q27 on Page 240-241.</li></ul> <b>Due date:2/21</b>

Week 7 2/22-2/28	Ch 6: Statistical Methods in Quality Management	Assignment – <b>15 Points</b> <ul style="list-style-type: none"> <li>Review Questions: Q1, Q7, Q10 &amp; Q15 on Page 301-302</li> </ul> <b>Due date: 2/28</b>
Week 8 2/29-3/6	<b>Mid-term exam.</b>	<b>Mid-term Exam (100 Points)</b> <b>covers Ch1 through Ch6; 25 multiple choice questions, each worth 4 points</b>  <b>Due Date: 3/6 by 11:59PM</b>
Week 9 3/7-3/13	<b>Spring Break</b>	<b>No School Work</b>
Week 10 3/14-3/20	Ch 7: Design for Quality and Product Excellence	1. <b>Online Case Discussion – 20 Points</b> 2. Assignments – <b>15 Points</b> : <ul style="list-style-type: none"> <li>Review Questions: Q4, Q11, Q21 &amp; Q22 on Page 360-361</li> </ul> <b>Due Date: 3/20</b>
Week 11 3/21-3/27	Ch 9: Process Improvement and Six Sigma	1. <b>Online Case Discussion – 20 Points</b> 2. Assignment – 15 Points <ul style="list-style-type: none"> <li>Review Questions: Q1, Q4, Q9, Q10 &amp; Q18 on Page 506</li> </ul> <b>Due date: 3/27</b>
Week 12 3/28-4/3	Ch 10: The Baldrige Framework for Performance Excellence	Assignments – <b>20 Points</b> : <ul style="list-style-type: none"> <li>Review Questions: Q5, Q7, Q11 &amp; Q14 on Page 552</li> </ul> <b>Due Date: 4/3</b>
Week 13 4/4-4/10	<b>Quiz 2</b>	<b>Quiz 2 – 30 Points</b> <b>(Ch7, Ch9, Ch10)</b> <b>Due: 4/10</b>
Week 14 4/11-4/17	Ch 11: Strategy and Performance Excellence	Assignment – 20 Points <ul style="list-style-type: none"> <li>Review Questions: Q1, Q4, Q5, Q10 &amp; Q18 at Page 588-589</li> </ul> <b>Due date: 4/17</b>

Week 15 4/18-4/24	<b>Final Exam Preparation</b>	Review the summary of key points and terminology of <b>Ch7, CH9, Ch10 and Ch11</b> and take the practice tests for above four chapters
Week 16 Final Exam	<b>Final Exam</b>	<b>Final Exam (100 Points)</b> <b>( Ch7, Ch9, Ch10&amp; Ch11; 20 multiple choice questions, each worth 5 points</b>  <b>Due date: 4/28</b>

### **OTHER STUDENT SERVICES INFORMATION**

Information about the Library is available at <http://www.brazosport.edu/library> or by calling 979.230.3310.

For assistance with online courses, an open computer lab, online and make-up testing, audio/visual services, and study skills, visit Learning Services next to the Library, call 979.230.3253, or visit <http://www.brazosport.edu/learningservices>.

For drop-in math tutoring, the writing center, supplemental instruction and other tutoring including e-tutoring, visit the Student Success Center, call 979.230.3527, or visit <http://www.brazosport.edu/studentsuccesscenter>.

To contact the *Social Sciences and Business* Department call **(979.230.3222)**.

The Student Services provides assistance in the following:

Counseling and Advising	979.230.3040
Financial Aid	979.230.3294
Student Life	979.230.3355

To reach the Information Technology Department for computer, email, or other technical assistance call the Helpdesk at 979.230.3266.