

Date	Day	Topic	Chapter	Problems	Discussion Questions	Projects Due	Case	Readings
June 5, 2012	T	Introduction and Syllabus Review						
		Quality at Eli Lilly						
		Introduction to Quality						
		Total Quality in Organizations						
June 7, 2012	R	Philosophies and Frameworks						
		Com Dev Xi'an						
		Foundations of 6S	Ch 1		7,10,11,12			
		Kolb case				Project One: Hank Kolb		
June 12, 2012	T	Principles of 6S	Ch 2	1,3,5	3,7			Motorola and 6S
		Exam One Due						The Lean Service Machine
June 14, 2012	R	Proj. Org. Selection, and Def.	Ch 3.	2,4,5,8	4,8,9	Project Two: Office of Personnel		
		Quality in Service Ops.						
		Process Measurement	Ch 4.	1,2,5,6,7,8,9,10	3,4,5,6			
June 19, 2012	T	Process Analysis	Ch 5	1,2,4,5,6,7,8,9,	2,3,4			
		Process Improvement	Ch 6	2,4,6,7,9	1,4,5			
		Process Control	Ch. 7	1,2,3,4,5,6,7,	1,2			
June 21, 2012	R							
		Process Control	Ch. 7	1,2,3,4,5,6,7,	1,2	Project Three: The Quarterly Sales Report		

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