

**SYLLABUS:
M&IS 44150
TOTAL QUALITY MANAGEMENT
SUMMER I, 2011**

CRN	SECTION	ROOM	LOCATION
10500	010	A311(GOODYEAR)	MAIN
13377	910	TBA	LORAIN

**PROFESSOR: JIM SMAS
OFFICE: KENT BSA A415
TIMES: TR 6:00 – 9:50 PM
HOURS: MW 5-6 PM
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COURSE DESCRIPTION:

This is an upper level course designed to give the student practical experience in Total Quality Management principles..... but more importantly, an introduction to lean and six sigma concepts, which are the principle methodologies being practiced today.

The principle method of instruction is lecture, with interactive discussion and casework. **This is a writing intensive course**, and therefore, there are a number of projects requiring a paper to be submitted for credit. **They should be submitted by e-mail attachment by Friday, 5 PM on the week they are due.** This is a very intensive course. Falling behind by missing class is a sure way to destroy your grade. I do not have time to repeat myself in class if you miss a session. Ask your friends to bring you up to speed, or better yet,

REQUIRED TEXTS:

M&IS 44150, TOTAL QUALITY MANAGEMENT,

Managing for Quality and Performance, 8e, James R. Evans and William M. Lindsay, South-Western Publishing (Cengage) 2011

ISBN 10: 0324783205
ISBN 13: 9780324783209

OBJECTIVES OF THE COURSE:

1. To acquaint the student with the many theories on Quality Management in an effort to provide a pragmatic approach to quality in the workplace.
2. To acquaint the student with the different perspectives which managers and functional departments approach quality.
3. To acquaint the student with the case method. By the study of relevant cases, the student should be able to infer the theoretical basis for actions and solutions found in the cases. This gives the student a real world access to practical applications of sometimes very abstract theory.
4. To acquaint the student with the principles of Six Sigma Quality Systems and methodology.
5. To acquaint the student with the principles of Lean Production Systems

TESTS:

There will be one midterm exam and one final.

The tests will be typical multiple choice and short essay type questions.

ASSIGNMENTS:

There are a number of assignments listed on the class schedule attached. They are due on the date indicated on the schedule.

Problem Sets: There are quite a few problems assigned during this course. You will do these problems and enter them into a journal. I will not collect this journal because of the logistics issues, but they will be of extreme value for you on the exams.

Projects You are required to do **five** projects this semester. Each project must be completed and a paper describing the outcomes will be presented. These can be e-mailed to me from the distant classes. Note, this is a course on quality, and the papers must reflect good quality in writing and structure. The case method presented on the first day of class must be used for all projects.

GRADING:

There are a total of 1000 points available to determine your grade. The following is the break down by subject, which will determine your final grade.

Test One	100 points
Project One	100
Project Two	100
Project Three	100
Project Four	100
Project Five	150
<u>Final</u>	<u>100</u>

Totals 750 points

GRADING:

I will use plus / minus grading this semester. Thus the grading for the course is as follows: These are on percentages

92.5 – 100 % POINTS	A
89.1 – 92.4	A –
86.0 – 89.0	B+
82.5 – 85.9	B
79.1 – 82.4	B-
76.0 – 79.0	C+
72.5 – 75.9	C
69.1 – 72.4	C-
<69.0	D
<59.0	F

According to new University Guidelines the grades are converted to your grade point average by the following rules:

A = 4.0
A- = 3.7
B+ = 3.3
B = 3.0
B- = 2.7
C+ = 2.3
C = 2.0
C- = 1.7
D+ = 1.3
D = 1.0.
F = 0.0

The Following Policies Apply to All Students in this Course

A. Students attending the course who do not have the proper prerequisite risk being deregistered from the class.

B. Students have responsibility to ensure they are properly enrolled in classes. Should you find an error in your class schedule, you need to correct the error with your advising office no later than Tuesday, May 17 for Intercession – Thursday, June 9 for Summer I – Sunday, June 12 for Summer II - and Thursday, July 14 for Summer III. If registration errors are not corrected by these dates and you continue to attend and participate in classes for which you are not officially enrolled, you are advised now that you **will not** receive a grade at the conclusion of the semester for any class in which you are not properly registered.

C. Academic honesty:

Academic honesty: Cheating means to misrepresent the source, nature, or other conditions of your academic work (e.g., tests, papers, projects, assignments) so as to get undeserved credit. In addition, it is considered to be cheating when one cooperates with another in any such misrepresentation. The use of the intellectual property of others without giving them appropriate credit is a serious academic offense. It is the University's policy that cheating or plagiarism result in receiving a failing grade for the work or course. Repeat offenses may result in dismissal from the University.

D. For Fall and Spring semesters, the course withdrawal deadline is always the Saturday of the 10th week of the semester

Summer I 2011 course withdrawal deadline is Monday, June 27, 2011.

E. Students with disabilities: University policy 3342-3-01.3 requires that students with disabilities be provided reasonable accommodations to ensure their equal access to course content. If you have a documented disability and require accommodations, please contact the instructor at the beginning of the semester to make arrangements for necessary classroom adjustments. Please note, you must first verify your eligibility for these through Student Accessibility Services (contact 330-672-3391 or visit <http://www.registrars.kent.edu/disability/> for more information on registration procedures).

F. GRADUATION INFORMATION FOR SENIORS: It is your responsibility to apply for graduation before the set deadline. If you apply after the deadline you will be assessed a \$200 late fee. Please see your academic advisor as soon as possible if you are uncertain as to your progress toward graduation. The graduation application deadlines are follows:

Graduation Application Deadlines:

May Graduation: Apply before September 15th

August Graduation: Apply before December 15th

December Graduation: Apply before March 15th

To apply for graduation complete the following steps:

Log onto your Flashline account

1. Click on the Student Tools tab
2. Look in the Graduation Planning Tool Box
3. Click on Application for Graduation

****If an error message appears, you must contact your advisor.**