# QA 6725 - Spring 2017 - Tentative Course Schedule:

The following course schedule is tentative. Students are expected to do the reading assignment, and view the presentation weekly. The assignments listed below typically will be due at midnight on a Sunday.

**NOTE:** All assignments must be submitted through the drop box. Assignment instructions can be found in assignments.

<table>
<thead>
<tr>
<th>Wk</th>
<th>Date</th>
<th>Mod</th>
<th>Topic</th>
<th>Read and be prepared to discuss in our live chat</th>
<th>Recorded Lectures - View and be prepared to discuss in our live chat</th>
<th>Assignment Due</th>
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<tbody>
<tr>
<td>1</td>
<td>1/12</td>
<td>1</td>
<td>Introduction and Syllabus</td>
<td>Syllabus, schedule</td>
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<td>Live Meeting 1/12</td>
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<td>5</td>
<td>2/9</td>
<td>2</td>
<td>Customers Category 3</td>
<td>Demonstration</td>
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<td>Live Meeting 2/9 Results Matrix for 3.1, 3.2 Due 2/5</td>
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<td>Example Scoring Process Items</td>
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| 9  | 3/9   | 3   | Leadership Category 1        | *Insights to Performance Excellence* Leadership pp. 87-110  
*Baldrige Excellence Framework* pp. 7-9.  
Category and Item Commentary A-2 – A-4 (leadership)  
*Case Study* pp. 1-8 (leadership).  
*Ethics – a strategic imperative* article. | Leadership Lecture | **Live Meeting 3/9**  
Matrix for 5.1 & 6.2  
Due 3/5 |
*Baldrige Excellence Framework* pp. 10-12  
Category and Item Commentary A-4 – A6 (strategy)  
*Case Study* pp. 8-14 Strategy | Strategy Lecture |                 |
| 11 | 3/23  | 4   | Results Category 7           | *Insights to Performance Excellence* Results 233-262  
*Baldrige Excellence Framework* pp. 25-29  
Category and Item Commentary A-14 – A16 (results)  
*Case Study* pp. 36-50 (results) | Analyzing Results Lecture | Process Analysis II  
with comments due 3/19 |
| 12 | 3/30  | 4   | Tying it all together        | *Global Quality* article  
*Baldrige ISO and six sigma* article.  
*Baldrige Comparison Article*  
*Balanced Scorecards Article*  
*TBD* | Examination Process Overview lecture  
Tying it all together | Discussion Board  
#3 closes 3/30 |
|    | 4/6   |     | SPRING BREAK                 |                                               |                                                                  |                 |
| 13 | 4/13  | 4   | CSR, Current issues and recent changes  | *Insights to Performance Excellence* Scoring system, self-assessment of organizations pp. 301-309  
*How do you know* article  
*Role model practices* article  
*TBD* | Quality Awards History | **Live Meeting 4/13**  
Results Analysis due  
4/9  
Discussion Board #4  
closes 4/13  
presentation due  
4/16 |
| 14 | 4/20  | 5   | Presentations                | Presentation Q&A on Discussion Board          |                                                                  |                 |
| 15 | 4/27  | 5   | Presentations and wrap up.   | Presentation Q&A on Discussion Board          |                                                                  | Research paper 4/23  
Q&A discussion ends 5/1 |