<table>
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<tr>
<th>DurWk</th>
<th>Date</th>
<th>Topic</th>
<th>Readings</th>
<th>Recorded Lectures</th>
<th>Assignments Due</th>
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| 1     | 1/08  | Introductions and Overview  
**Live Meeting (recommended)** | Become familiar with course layout and functionality                      | Ch 1  
Deming, Juran  
21st century issues                                           | Discussion #1  
Biographies / plagiarism  
Module due 1/12                                              |
| 2     | 1/15  | Module 1 Foundations – Basic: Basic Concepts | Chapter 1  
What does Product Quality Really Mean, GM’s Downfall | Ch 2  
Chapter 2, COQ. Baldrige, ISO etc.                           | Module 1 Quiz Due 1/19                                      |
| 3     | 1/22  | Module 1 Foundations – Company Wide Assessment of Quality  
**Live Meeting** | Chapter 2  
Quality Management and Juran’s Legacy, German Theory of Management | Ch 2  
Chapter 2, COQ. Baldrige, ISO etc.                           | Module 1 Quiz Due 1/19                                      |
| 4     | 1/29  | Module 2 Foundations II – Improvement: Quality Improvement & Cost Reduction. | Chapter 3  
Eliminating complexity | Ch 3  
Lean, Cost Reduction, suboptimization                       | Discussion #2  
Paper Proposal Due 2/2                                      |
| 5     | 2/05  | Module 2 Foundations III Planning: Operational Quality Planning and Sales Income. | Chapter 4  
Think about the System before you work on the Process | Ch 4  
Six Sigma  
Kano Model                                                   | Discussion #2  
Paper Proposal Due 2/2                                      |
| 6     | 2/12  | Module 2 Foundations III Planning: Quality Control.  
**Live Meeting** | Chapter 5  
Competing on the eight dimensions of quality. | Ch 5  
Root cause videos                                              | Module 2 Quiz Due 2/9                                 |
| 7     | 2/19  | Module 3 Managerial Concepts: Process Management. | Chapter 6  
Building a Learning Organization | Ch 6  
Process Management  
Change the way we work                                      | Discussion #3  
Discussion #2 ends 2/23                                      |
| 8     | 2/26  | Module 3 Managerial Concepts: Organization for Quality  
**Live Meeting** | Chapter 7  
Challenging Resistance to Change | Ch 7  
Teams and Team tool                                           | Discussion #3  
Discussion #2 ends 2/23                                      |
**Live Meeting** | Chapter 8  
Twins In trouble | Ch 8  
MVV, Strategy, Learning Organizations                          | Discussion #3  
Paper Proposal due 3/1                                      |
**Live Meeting** | Chapter 9  
New Industrial Psychology | Ch 9  
Ted Talks about leadership and work                           | Module 3 Quiz due 3/8                                      |
**Live Meeting** | Chapter 10  
Public Sector Customer Service | Ch 10  
SIPOC Customer needs                                         | Discussion #3 ends 3/22                                    |
**Live Meeting** | Chapter 11  
Quality Quandries and Design for Six Sigma | Ch 11  
QFD and FMEA, Poka Yoke                                     | Discussion #3 ends 3/22                                    |
| 13    | 4/08  | Module 4 Functional Applications: Operations – Manufacturing  
**Live Meeting (tentative)** | Chapter 13  
Bringing a Systems Approach to Healthcare | Ch 13  
More Lean                                                   | Discussion #1 ends 4/05                                    |

**QA 6650 Tentative Schedule spring 2020**
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<td>Chapter 14 Quality Management in a Global Context</td>
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<td>Ch 14 Process mapping, VSM</td>
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<td>Discussion #4 Module 4 quiz due 4/12</td>
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