QA 6602 Total Quality
Fall Semester 2015

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Class: Tuesdays 6:30 - 7:45 PM in Collaborate (access through D2L)

How to Contact the Instructor
The best way to reach me between class periods is using the D2L email. I will reply as quickly as possible to questions sent over e-mail. My office hours are held online through Blackboard Collaborate. You can access this through the course website in D2L.

Email Response Time
I commit to answering all emails within 24 hours from the time you first transmit the email, unless I let you know in advance of travel prohibiting me from doing so (or if I have an emergency). This short response time includes weekends and holidays. At times I will send a mass email to the class or an announcement. This will be through D2L email.
CHECK YOUR D2L EMAIL ACCOUNTS FREQUENTLY!

Prerequisites: None

Course Description: A study of the functions and responsibilities of the quality organization. TQM concepts, quality function deployment, and the tools for continuous improvement are analyzed for sequence of use and application. Emphasis is placed on design and performance aspects of a system wide quality assurance function.

Objectives:
Upon successful completion of the course, the student will:
• Be able to recount a high level overview of the history of the quality movement.
• Describe the philosophies of Deming, Juran and Crosby. Know how they differ from one another and know how to apply each philosophy.
• Describe the categories of the Malcolm Baldrige National Quality Award (MBNQA) Criteria for Performance Excellence and how companies use the framework of this award as a management model.
• Explain the eight quality management principles on which ISO 9000 is based, the structure of the ISO 9000 standards, and how companies use it as a management framework.
• Explain the statistical basis of Six Sigma Quality and understand the DMAIC methodology of Six Sigma and how companies use Six Sigma as a management framework. Understand Design for Six Sigma (DFSS) and the differences between DFSS and Six Sigma.
• Define customers and how to work with customers effectively to improve processes and services.
• Explain the principles behind quality function deployment and how a “house of quality” is constructed.
• Define strategy and strategic planning. Understand techniques for strategy development and deployment. Understand how ISO 9000 and Baldrige can be used as models for strategic planning.
• Discuss how the human resource element enables organizational effectiveness and discuss ways in which organizations can motivate and develop their employees.
• Describe the elements of launching a team and why they are important: clear purpose, goals, commitment, ground rules, schedules, support from management, and team empowerment. Describe the classic stages of team evolution (forming, storming, norming and performing), understand the value of conflict, know how to resolve conflict.
• Define process management and its key components. Understand why process management is important to any business. Discuss how process management is addressed in the Baldrige criteria, ISO 9001:2000 and Six Sigma.
• Explain the prevention, appraisal, and internal and external cost categories of the cost of quality. Understand how each category is affected by various quality, continuous or process improvement approaches.
• Use, interpret, and explain various elements of the Plan-do-study-act (PDSA) model.
• Use, interpret, and explain flowcharts, histograms, Pareto charts, scatter diagrams, cause and effect diagrams, control charts, checklists (check sheets), and affinity diagrams.

Texts:


I recognize that this is an expensive book. However, it would be a valuable addition to your quality library. Or, you can rent it from Amazon, and possibly the bookstore.

You can purchase a pdf download from NIST for $10 at https://www.s.nist.gov/bpep_order/product.aspx
Or, you can purchase a printed copy from ASQ for $25 at http://asq.org/2015baldrige/

Baldridge Excellence Builder
You can download this as a pdf for free at: http://www.nist.gov/baldridge/publications/builder.cfm

KSU D2L Brightspace
This course has a D2L course web site for use by registered students. Any class handouts, slides, grades, announcements, and links will be available there, so please get in the habit of checking it often. To log in, go to: https://kennesaw.view.usg.edu/. Your logon is the same as your KSU Net ID, and your net password. There are help links on the website too.

Tentative Course Schedule
This course will meet on the dates indicated on the Course Schedule as posted on the course homepage. We will meet virtually using the Blackboard Collaborate with link located in Course Info – Start Here. The remainder of the week you are responsible for viewing video lectures, and other outside work as assigned. The Course Schedule is posted separately.

Homework
The homework assignments are due weekly before the next class session. The assignments listed are typically due at midnight the Sunday before our class meeting. You must complete these graded assignments and upload into the D2L Dropbox. Submit only Word or PowerPoint documents as instructed. All assignment instructions are available in the dropbox.

**Reading:** Students are expected to read the text or articles and to remain current with the classroom presentations and assigned readings.

**Grading:**

Letter grades will be assigned based on a course average that is computed using the following weights:

<table>
<thead>
<tr>
<th>Element</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Bio and Presentation</td>
<td>35</td>
</tr>
<tr>
<td>Live Chat Participation/Attendance</td>
<td>65</td>
</tr>
<tr>
<td>Exams (5) (60 each)</td>
<td>300</td>
</tr>
<tr>
<td>Case Study</td>
<td>100</td>
</tr>
<tr>
<td>Assignments 1,2,3,4 &amp; 5</td>
<td>300</td>
</tr>
<tr>
<td>Quality Management System Design Final Report, and Presentation</td>
<td>200</td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td>1000</td>
</tr>
</tbody>
</table>

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

Assignments submitted on time will be returned with grades and feedback within one week in most cases. Assignments submitted late may take longer. The final presentation and research paper will be returned with grades and feedback within one week of the last presentation.

The cutoff values for each grade will be made when all assignments and exam scores are recorded and the overall averages are calculated. Typically, an average of 900 or more for the course will earn an A (4.0/4.0), 800 or more a B (3.0/4.0), 700 or more a C (2.0/4.0), there are no Ds. An average below 700 will receive a failing grade.

For graduate classes, this is my general guideline for the grade expectations typically held for graduate classes

A - Outstanding or professional quality work and excellent mastery of topics (e.g. think independently about problems, apply skills to new problems)
B - Good quality work (few format errors, clear organization) and thorough mastery of topics (e.g. recognize standard problems; apply methods to problems correctly)
C - Poor quality work and/or does not demonstrate a graduate level understanding of the material
Below C - Significant course work missing or inadequate so as not to demonstrate a satisfactory mastery of topics

**Attendance:** Attendance in the weekly chat is strongly encouraged. **Speakers** and a **microphone** will be required for the Live chats. A headset is strongly recommended. Generally students who participate and keep current with the course progress perform better on the assignments. The chats will be archived for reference.

**Netiquette:** Network Etiquette - Communication in an online class takes special consideration. Please read the short list of tips below.

- Be sensitive and reflective to what others are saying.
- Don't use all caps. It is the equivalent of screaming.
- Don't flame - These are outbursts of extreme emotion or opinion.
- Think before you hit the post (enter/reply) button. You can't take it back!
- Don't use offensive language.
- Use clear subject lines.
- Don't use abbreviations or acronyms unless the entire class knows them.
- Be forgiving. Anyone can make a mistake.
- Keep the dialog collegial and professional.

**Technical Skills Required**
- Know how to use the Learning Management System (D2L)
- Create and submit files using Word and PowerPoint
- Download and install software for live meetings (Collaborate)
- Use microphone and headphones for online presentations

**Withdrawal**
Students who find that they cannot continue in college for the entire semester after being enrolled, because of illness or any other reason, need to complete an online form. To completely or partially withdraw from classes at KSU, a student must withdraw online at www.kennesaw.edu, under Owl Express, Student Services.

**Disabilities:** SDS is the first contact for students with disabilities to arrange accommodations and locate campus and community resources. To access accommodations, students must first connect with SDS and provide the appropriate documentation as outlined by the Board of Regents of the University System of Georgia. Documentation submitted to SDS remains confidential within SDS and is not shared with third parties without written permission from the student. SDS assists in identifying appropriate accommodations and it is the student’s responsibility to submit notice of accommodations to instructors and campus departments as needed. Complete information is at http://www.kennesaw.edu/stu_dev/dss/welcome.html

**Academic Honesty:**
Every KSU student is responsible for upholding the provisions of the Student Code of Conduct as published in the Undergraduate and Graduate Catalogs. Section II of the Student Code of Conduct addresses the University’s policy in academic honesty, including provisions regarding plagiarism and cheating, unauthorized access to University materials, misrepresentation/falsification of University records or academic work, malicious removal, retention, or destruction of library materials, malicious/intentional misuse of computer facilities and/or services, and misuse of student identification cards. Incidents of alleged academic misconduct will be handled through the established procedures of the University Judiciary Program, which include either an “informal” resolution by a faculty member, resulting in a grade adjustment, or a formal hearing procedure, which may subject a student to the Code of Conduct’s minimum one-semester suspension requirement.

All course participants (myself, teaching assistants, and students) are expected and required to abide by the letter and the spirit of the KSU Honor Code. If there is any way in which I can help you in complying with the honor code, please do not hesitate to ask. I will do the same.

Additional guidelines for individual assignments will be explained with the assignment. If you have any questions, please ask me! Penalties for academic dishonesty can include receiving a 0 on the assignment or an F in the course. All incidents will be reported.

**Re-grades:** Requests for re-grades must be made in writing (be specific) between 24 hours and 1 week after an assignment or exam is returned.

**Americans with Disabilities Act (ADA)**
KSU does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs or activities. The Americans with Disabilities Act (ADA), Public Law 101-336, gives civil rights protections to individuals with disabilities. This statute guarantees equal opportunity for this protected group in the areas of public accommodations, employment, transportation, state and local government services and telecommunications.
Accessibility Policies and Services
KSU provides program accessibility and accommodations for persons defined as disabled under Section 504 of the Rehabilitation Act of 1973 or the Americans with Disabilities Act of 1990. A number of services are available to support students with disabilities within their academic program. In order to make arrangements for special services, students must visit the Office of Disabled Student Support Services (ext. 6443) and develop an individual assistance plan. In most cases, certification of disability is required. http://www.kennesaw.edu/stu_dev/dsss/policies.shtml

Tutoring Services
The Cultural Awareness & Resource Center at KSU include a full service ITC computer lab, appointment and walk-in tutorial services in math and writing support at no charge to faculty, staff and registered KSU students. Students who received academic tutoring through the Cultural Awareness & Resource Center benefit from focused individualized tutoring. See website: http://www.kennesaw.edu/stu_dev/msrs/academic.html. Links to additional learning resources are available in the course website.