

QA 6725 - Spring 2020 - 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 Assignments Tab. Assignment instructions can be found in assignments tab.

Wk	Date	Mod	Topic	Read and be prepared to discuss	Recorded Lectures - View and be prepared to discuss in our live chat	Assignment Due
1	1/7	1	Introduction and Syllabus	Syllabus, schedule		Live Meeting 1/7
2	1/14	1	Overview, Criteria book, etc. Systems approach, Terminology, core values	<i>Insights to Performance Excellence</i> pp. 1-38 (to Lessons Learned). <i>Reference Guide to performance excellence</i> article. Purchase and download MBNQA 2015-2016 Baldrige Excellence Framework from the Baldrige Website and the <i>Casey Comprehensive Care case study from D2L</i> . <i>Read: Baldrige Excellence Framework</i> pp. i –vi, 1-2 & 36-43. <i>Scan the case study.</i>	Insights Lecture Overview Lecture Sub-optimization Lecture	Introduction Due 1/12 Plagiarism Module due 1/12
3	1/21	1	Analyzing Process Categories	<i>Insights to Performance Excellence</i> pp. 38 - 78 Organizational Profile pp. 79 – 85. Category and Item Commentary pp. A-1 – A-2 (Org. Profile) <i>Case Study</i> pp. E1, O1, A1, G1 & i - iii	Organizational Profile Evaluation Process Overview, Results Matrix	Live Q&A 1/21
4	1/28	2	Customers – Category 3	<i>Insights to Performance Excellence</i> Customers pp. 137 – 149. <i>Baldrige Excellence Framework</i> pp. 13 – 15 Category and Item Commentary A-6 – A-8 (customers). <i>Case Study</i> pp. 14-20 (customers).	Criteria Structure ADLI Lecture Customers and Evaluation Process example	Matrix for OP Due 1/26 Discussion Board #1 Closes 2/2
5	2/4	2	Workforce – Category 5	<i>Insights to Performance Excellence</i> Workforce pp. 183-210. <i>Baldrige Excellence Framework</i> pp. 19-22 Category and Item Commentary A-10 – A-13 (workforce) <i>Case Study</i> pp. 26-31 (workforce) <i>Hiring and keeping the best employees</i> article	Workforce Lecture Writing Comments	Results Matrix for 3.2 Due 2/3
6	2/11	2	Customers Category 3	Demonstration		Live Meeting 2/11
7	2/18	2	Process – Category 6	<i>Insights to Performance Excellence</i> Operations Focus pp. 211-232 <i>Baldrige Excellence Framework</i> pp. 23-24 Category and Item Commentary A-12 – A-14 (operations) <i>Case Study</i> pp. 31-35	Operations Lecture	Process Analysis I Due 2/16 Discussion Board #2 closes 2/23
8	2/25	3	Measurement, Analysis, and Knowledge	<i>Insights to Performance Excellence</i> Measurement, Analysis and Knowledge Management pp. 161-182. <i>Baldrige Excellence Framework</i> pp. 16-18 (cat 4) & 30-35 (scoring)	Measurement, Analysis and Knowledge Management Lecture	Comments for Process Analysis I due 2/23

Wk	Date	Mod	Topic	Read and be prepared to discuss	Recorded Lectures - View and be prepared to discuss in our live chat	Assignment Due
			Management – Category 4	Category and Item Commentary pp. A-8 - A-10 (cat 4) <i>Case Study</i> pp. 20-26 (cat 4)	Example Scoring Process Items	
9	3/3	3	Leadership Category 1	<i>Insights to Performance Excellence</i> Leadership pp. 87-110 <i>Baldrige Excellence Framework</i> pp. 7-9. Category and Item Commentary A-2 – A-4 (leadership) <i>Case Study pp. 1-8 (leadership).</i> <i>Ethics – a strategic imperative</i> article.	Leadership Lecture	Live Meeting 3/3 Matrix for 5.1 & 6.2 Due 3/1
10	3/10	3	Strategy – Category 2	<i>Insights to Performance Excellence</i> Strategy pp. 111-135. <i>Baldrige Excellence Framework</i> pp. 10-12 Category and Item Commentary A-4 – A6 (strategy) <i>Case Study pp. 8-14 Strategy</i>	Strategy Lecture	
11	3/17	4	Results Category 7	<i>Insights to Performance Excellence</i> Results 233-262 <i>Baldrige Excellence Framework</i> pp. 25-29 Category and Item Commentary A-14 – A16 (results) <i>Case Study pp. 36-50 (results)</i>	Analyzing Results Lecture	Live Meeting 3/17 Process Analysis II with comments due 3/15
12	3/24	4	Tying it all together	<i>Global Quality</i> article <i>Baldrige ISO and six sigma</i> article. <i>Baldrige Comparison Article</i> <i>Balanced Scorecards Article</i> <i>Global Approach for Global economy</i>	Examination Process Overview lecture Tying it all together	Discussion Board #3 closes 3/22
	3/31			SPRING BREAK		
13	4/7	4	CSR, Current issues and Recent changes	<i>Insights to Performance Excellence</i> Scoring system, self-assessment of organizations pp. 301-309 <i>How do you know</i> article <i>Role model practices</i> article <i>TBD</i>	Quality Awards History Other Awards	Live Meeting 4/7 Results Analysis due 4/5 Discussion Board #4 closes 4/12
14	4/14	5	Presentations	Presentation Q&A on Discussion Board		presentation due 4/12
15	4/21	5	Presentations and wrap up.	Presentation Q&A on Discussion Board		Live Meeting 4/21 Research paper 4/19 Q&A discussion ends 4/21