

QA 6600 Schedule Spring 2020

NOTE: All assignments must be submitted through the Assignments tab. Assignment instructions can be found in the Assignments tab.

<u>Wk</u>	<u>Date</u>	<u>Topic</u>	<u>Reading due Readings below are due by class time each week.</u>	<u>View Recorded Lectures and other outside work</u>	<u>Assignment due date</u>
1	1/7	Course introduction, Syllabus, ResearchW		Using the Library Online, Plagiarism Module, APA	Live Class meeting 1/7
2	1/14	Service design and Mgmt., Service Processes	Chapter 1 & 2, Ramaswamy	Ch 1 & 2, Process Map, Sub Optimization,	Complete Introduction Complete Plagiarism module 1/12
3	1/21	Design specifications 1	Chapter 3 Ramaswamy	QFD part 1 & 2, Kano model, Turnitin,	Live Q&A 1/21
4	1/28	Design specifications 2	Chapter 4 Ramaswamy	QFD part 3 & 4, Scatter Diagrams,	Article critique 1, 1/26
5	2/4	Design concepts / design alternatives	Chapters 5 & 6 Ramaswamy	Ch 5 & 6, Sipoc diagrams	Paper or Project Proposal, 2/2 Module 1 discussion closes 2/2
6	2/11	Evaluating and testing alternatives, Implementation,	Chapters 7 & 8 Ramaswamy	Ch 7, & 8, Lean system and Tools, History of Lean	Live Class Meeting 2/11
7	2/18	Measuring performance, Assessing satisfaction, / Improving service perf.	Chapters 9, 10, 11 & 12 Ramaswamy	Ch 9,10,11,12, Purpose of Lean, Lean Principles, Lean History	Lessons Learned Summary 1, 2/16
8	2/25	Intro and History.	Chapters 1 & 2 Ignizio	Ch 1 & 2, Visual Management, 5S	Module 2 discussion closes 2/22 Article Critique 2, 2/22
9	3/3	Terminology, Running a Factory (2 dimensions)	Chapters 3 & 4 Ignizio	Ch 3& 4, Simulations, poka yoke	Live Q&A 3/3 Paper or Project Proposal, 3/01
10	3/10	Variability, Running a Factory (3 dimensions)	Chapters 5 & 6 Ignizio	Ch 5 & 6, Simulations , removing waste	
11	3/17	Three Holistic Performance Curves, Factory Performance Metric.	Chapters 7 & 8 Ignizio	Ch 7 & 8, Lean Goals, JIT and Kan Ban	Live Class Meeting 3/17 Module 3 discussion closes 3/15
12	3/24	Transition, Reducing complexity, Reducing variability.	Chapters 9,10&11 Ignizio	Ch 9, 10, 11, Value Stream Mapping, Lean Measures.	Article Critique 3 3/22
	3/31	Spring Break			
13	4/7	12 Workstation Model, Fundamental Model of Mfg, Elements of Success.	Chapters 12, 13 & 14 Ignizio	Ch 12, 13, 14, Lean Value to the Organization. Simulation	Live Q&A 4/7 Module 4 discussion closes 4/5
14	4/14		Presentation discussion	View all student presentations	Presentation due 4/12.
15	4/21		Presentation discussion	View all student presentations	Live Class Meeting 4/21 Paper or Project 4/19. Lessons Learned Summary 2, 4/21