**QA 6602 Total Quality**

**Fall Semester 2017**

**Instructor: Bill Bailey**

**Office: M -122**

**Phone #:** 678-915-7242

**Email:** bbaile49@kennesaw.edu

**Class:** Select Tuesdays 6:30 - 7:45 PM in Blackboard 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 demonstrate:

|  |  |
| --- | --- |
| ***Program Level Objectives*** | ***Course Objectives*** |
| **C. An understanding of professional and ethical responsibility**  | Describe the history of the quality movement, and the philosophies of Deming, Juran and Crosby. |
| **C. An understanding of professional and ethical responsibility** **D. An ability to communicate effectively**E. An ability to complete a project or research activity resulting in a report that demonstrates both mastery of the subject matter and a high level of communication skills  | Demonstrate how the Malcolm Baldrige National Quality Award (MBNQA) Framework for Performance Excellence and ISO 9000 standards can be used to create a quality management and organizational performance system. |
| **G. A proficiency in analyzing Quality Cost**J. An ability to use the techniques, skills and modern scientific and technical tools necessary for professional practice | Explain Improvement methodologies such as Six Sigma and Lean. |
| **C. An understanding of professional and ethical responsibility** **D. An ability to communicate effectively**E. An ability to complete a project or research activity resulting in a report that demonstrates both mastery of the subject matter and a high level of communication skills **F. A proficiency in Quality Analysis, Management and Systems Design tools and techniques****G. A proficiency in analyzing Quality Cost** | Develop a Quality Management System based on MBNQA. |
| This course is used in part to evaluate program level outcomes in **bold**, on our MSQA Academic Degree Program assessment. |

**Texts:**



Managing for Quality and Performance Excellence, Ninth Edition, James R. Evans and William M. Lindsay, 2014, South-Western, Cengage Learning, Mason, OH.
ISBN-10: 1-285-06946-3 ISBN-13:  978-1-285-06946-3

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.



**2015-2016 Baldrige Excellence Framework:** A Systems Approach to Improving Your Organization’s Performance. Get the business and non-profit version, **not** healthcare or education.

**You can purchase a pdf download from NIST for $10 at** <https://www.nist.gov/baldrige/purchase-previous-framework-versions>

**Or, you can purchase a printed copy from ASQ for $25 at** <http://asq.org/2015baldrige/>



**Baldrige Excellence Builder**

**You can download this as a pdf for free at:** <https://www.nist.gov/baldrige/2015-2016-baldrige-excellence-builder>

**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 Select 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 semester you are responsible for viewing video lectures, and other outside work as assigned per the course schedule. 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. You must complete these graded assignments and upload into the D2L Assignment Tab. Submit only Word or PowerPoint documents as instructed. All assignment instructions are available in the Assignment Tab.

**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:

|  |  |
| --- | --- |
| **Element** | **Points** |
| Student Bio  | 30 |
| Exams (5) (50 each) | 250 |
| Case Study (Team Assignment) | 100 |
| Discussion Boards | 70 |
| Assignments 1,2,3,4 & 5 | 300 |
| Quality Management System Design Final Report | 200 |
| QMS Presentation | 50 |
| **Total Points** | **1000** |

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

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 report will be returned with grades and feedback within one week.

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 Live Class Meetings is strongly encouraged. **Speakers** and a **microphone** will be required for the Live Class Meetings. **A headset is strongly recommended** both for meetings and presentations. Generally students who participate and keep current with the course progress perform better on the assignments. The Live Class Meetings will be archived for reference.

**Technology Requirements for this Course**

Please read the following information about technology requirements in an online course. These requirements must be addressed before you begin the coursework.

**(This course includes live online class sessions. Headsets are preferred and recommended, consisting of headphones *and a microphone*.)**

# Browser Check

D2L Brightspace is designed to work on each major brand of browsers. However, each browser treats secure and non‐secure information in a different way. If you are not viewing the content you are expecting to see, please refer to the following suggestions.

# Plug‐ins

It is possible that you will need plug‐ins such as Adobe Acrobat Reader in this course. If you need a particular plug‐in, a link to download the plug‐in is usually indicated in any message provided or by contacting the following Online Support Center. Running a check with the browser checker should indicate if you have the plug‐ins required.

# Online Support Center

If you have a problem with any of the above, please visit <http://learnonline.kennesaw.edu/student-resources/tech-support.php> for assistance.

# Internet Connection

A high speed Internet connection is highly recommended for online education.

# Headsets

This course includes live online class sessions. Headsets are preferred and recommended, consisting of headphones *and a microphone*. Headphones without using a speaker limits your ability to communicate, and therefore be successful in this course. This course also requires you to do one or more recorded presentation. The quality of you presentation will but much better with a headset. Please do not use your laptop’s built in microphone for presentations.

**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 a headset 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/dsss/welcome.html>

**Academic Honesty:**

Every KSU student is responsible for upholding the provisions of the Student Code of Conduct as published in the [Undergraduate](http://www.kennesaw.edu/academicaffairs/acadpubs/acadpub/ucat2007-08/x.srr%28259-282%29.pdf) and [Graduate](http://catalog.kennesaw.edu/content.php?catoid=25&navoid=2113#parentalnotification) Catalogs. [Section II of the *Student Code of Conduct*](http://www.kennesaw.edu/judiciary/code.conduct.shtml#II) addresses the University’s policy in academic honesty, including provisions regarding [**plagiarism and cheating**](http://www.kennesaw.edu/academicaffairs/acadpubs/acadpub/ucat2007-08/x.srr%28259-282%29.pdf), 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](http://www.kennesaw.edu/judiciary/code.conduct.shtml#II)’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.