



The University of Texas at Tyler
Soules College of Business
Department of Technology
Course Syllabus



TECH 3310-060 Total Quality Management

Lecturer: John Connolly

Fall 2019

Office Hours: Virtual

Office: Virtual

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Course Description:

An analysis and application of total quality management principles to include statistical process control, graphical problem solving techniques, acceptance sampling standards, and six sigma quality. This is an applied computer course. Online sections of this course will have a per credit hour fee. Please see the official University Catalog for current fee amount and details. Prerequisite: TECH 2323 or COSC 1307 or equivalent.

Textbook:

Summers, D. C. (2017). *Quality*, 6th Edition, New York: Pearson Education Inc., ISBN-13: 9780134413273

Course Objectives:

Apply quality measurement criteria in their place of employment
Compare quality design and function of products and services
Perform quality improvement graphical problem-solving functions.
Recognize the need for and implement quality improvement measures in their service industry.

Student Learning Outcomes:

By the end of this course, students should be able to:

1. Understand and discuss the concepts of Total Quality Management in a professional setting
2. Identify the types and levels of quality control techniques applied to a manufacturing setting.
3. Cultivate proficiency in the use of various types of sampling and process control charts
4. Gain proficiency in the application of statistical quality control principles.

By successfully passing assigned homework, participating in online discussions in CANVAS, writing assignments, quizzes, and exams by a grade of 70% or better.

Core Competencies:

- Computer-based skills - By use of standard software the student will store and manipulate data and make analysis of data by the presentation of SPC charts and graphs.
- Communication skills - The student will conduct and write a term project related to quality improvement problem solving and quality control measurement.
- Interpersonal skills - Students will work in quality improvement teams to experience the use of graphical problem solving techniques.
- Problem-solving - Each student will interpret SPC charts to determine the status of industrial processes by gathering data, using statistical skills. Through SPC analysis students will use brainstorming techniques to solve problems and improve processes by using the plan-do-check-access cycle.
- Personal accountability for achievement - Each student will follow the designated suspense dates for course work as listed in the course syllabus.
- Competence in basic technology principles -
- By the study of the major "quality guru's", the student will develop a foundation for the total quality management movement.

Course Requirements:

| <u>Grading and Evaluation:</u> | <u>Percentage of Grade:</u> |
|--------------------------------|-----------------------------|
| Chapter Assignments | 15 |
| Discussions | 10 |
| Topic Write Ups | 10 |
| Quizzes | 15 |
| Midterm Exams (2) | 25 |
| <u>Final Exam</u> | <u>25</u> |
| Total | 100% |

This is an approximate weighting of the course work for this semester and may change slightly during the semester.

Students are required to log on to CANVAS through their UT Tyler account to review study materials, participate in group discussions, submit course work, complete tests and quizzes that the instructor may post

Instructor reserves the right to make changes with prior notice to students

Grading Scale:

A= 90-100 %

B= 80-89 %

C= 70-79 %

D= 60-69 %

F=Below 60%

Important Dates:

| | |
|------------------|---------|
| Class Start Date | Aug, 26 |
| Census Date | Sep 9 |
| Last Day to Drop | Nov 4 |
| Study Day | Dec, 9 |
| Final Exam Due | Dec 14 |
| End of Term | Dec 14 |
| Final Grades Due | Dec 17 |

Any late work must be cleared with the instructor prior to the due date. Any late coursework without approval will not be accepted after the due date. Any reconciliation will be considered on a case by case basis with legitimate excuses at the instructor's discretion.

IDEA Statement

If you have a disability, including a learning disability, for which you request disability support services/accommodations(s), please contact Ida MacDonald in the Disability Support Services office so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodation must provide documentation of his/her disability to the Disability Support Services counselor. In order to assure approved services the first week of class, diagnostic, prognostic, and prescriptive information should be received 30 days prior to the beginning of the semester services are requested. For more information, call or visit the Student Services Center located in the University Center, Room 282. The telephone number is 566-7079 (TDD 565-5579). Additional information may also be obtained at the following UT Tyler Web address:

<http://www.uttyler.edu/disabilityservices>.

Academic Honesty Statement

“Academic dishonesty, such as unauthorized collusion, plagiarism and cheating, as outlined in the Handbook of Operating Procedures, University of Texas at Tyler, will not be tolerated. University regulations require the instructor to report all suspect cases of academic dishonesty to the Dean of Students for disciplinary action. In the event disciplinary measures are imposed on the student, it becomes part of the student’s official school records.” Also, please note that the handbook obligates you to report all observed cases of academic dishonesty to the instructor.

Grade Replacement Statement

If you are repeating this course for a grade replacement, you must file an intent to receive grade forgiveness with the registrar by the 12th day of class. Failure to file an intent to use grade forgiveness will result in both the original and repeated grade being used to calculate your overall grade point average. A student will receive grade forgiveness (grade replacement) for only three (undergraduate student) or two (graduate student) course repeats during his/her career at UT Tyler, 2018-2019 Catalogue.

University Policies Regarding Academic Processes:

POLICIES THAT MUST APPEAR IN EACH COURSE SYLLABUS

The following University policies must appear on each course syllabus or be provided as an informational sheet (web-links to these policies may be used in the print or electronic syllabus) <http://www.uttyler.edu/academicaffairs/syllabuspolicies.pdf>

Students Rights and Responsibilities

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: <http://www2.uttyler.edu/wellness/rightsresponsibilities.php>

Grade Replacement/Forgiveness and Census Date Policies

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at <http://www.uttyler.edu/registrar>. Each semester’s Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date is the deadline for many forms and enrollment actions that students need to be aware of. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a “W” grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment
- Completing the process for tuition exemptions or waivers through Financial Aid **State-Mandated Course Drop Policy**

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date).

Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

Disability Services

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University offers accommodations to students with learning, physical and/or psychiatric disabilities. If you have a disability, including non-visible disabilities such as chronic diseases, learning disabilities, head injury, PTSD or ADHD, or you have a history of modifications or accommodations in a previous educational environment you are encouraged to contact the Student Accessibility and Resources office and schedule an interview with the Accessibility Case Manager/ADA Coordinator, Cynthia Lowery Staples. If you are unsure if the above criteria applies to you, but have questions or concerns please contact the SAR office. For more information or to set up an appointment please visit the SAR office located in the University Center, Room 3150 or call 903.566.7079. You may also send an email to cstaples@uttyler.edu

Student Absence due to Religious Observance

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

Student Absence for University-Sponsored Events and Activities

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

Social Security and FERPA Statement:

It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

Emergency Exits and Evacuation:

Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services

Note: The instructor reserves the right to modify the syllabus. All modifications will be communicated to the students in a timely manner.