



**UTTyler**  
THE UNIVERSITY OF TEXAS AT TYLER

**The University of Texas at Tyler**  
*Soules College of Business*  
*Department of Technology*



## **TECH 5320 – TOTAL QUALITY MANAGEMENT**

### **Course Syllabus**

Course: TECH 5320  
Title: Total Quality Management  
Section: 060  
Pre-requisite: None  
Semester: Fall 2022  
Class Time: Online  
Class Location: Online via Canvas

Instructor: Mohammed Ali, PhD, MBA, CSMS  
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Preferred Method of Contact: email  
Office Hours: MW 2:00 – 5:00 pm  
and by appointment

#### **Course Description:**

A study of the principles and practices of TQM to include leadership in quality, customer satisfaction, employee involvement, and continuous process improvement. Such TQM tools and techniques as quality function deployment and experimental design are studied.

#### **Lecture Notes and Classroom Environment:**

The lecture notes will be made available online on the Canvas site for the course. Additionally, students are required to take notes during face-to-face classes (if necessary and take place) on supplemental lecture materials, problem solving and diagrams that instructor writes/draws on the classroom board. A student is **NOT allowed** to take photos of notes on the board.

#### **Textbook (Required)**

Donna C. Summers (2017). Quality, 6<sup>th</sup> Edition, New Jersey: Pearson Education Inc., Prentice Hall. ISBN-13: 978-0134413273.

#### **Course Objectives:**

Upon successful completion of this course, participants will be able to:

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

#### **Student Learning Outcomes:**

1. Understand concepts of total quality control by successfully passing quizzes and exams with a 70% or better.
2. Develop proficiency in the use of various types of sampling and process control charts by successfully passing quizzes and exams with a 70% or better.
3. Analyze statistical process control (SPC) tools for a specific manufacturing or service industry by successfully completing term project, passing quizzes and exams with a 70% or better.
4. Identify the types and levels of quality control management should be assigned to the various levels of administration, production, sales, and after-sale service in an

organizational setting by successfully completing term project, passing quizzes and exams with a 70% or better.

**Core Competencies**

1. Computer-Based Skills – the student will complete written assignments using the word processor.
2. Communication Skills – the student will exhibit a mastery of both written and oral skills in completion and presentation of the assigned projects.
3. Interpersonal Skills – the student will interact in class discussion to clarify thinking regarding technological progress.
4. Problem Solving (Critical Thinking) – the student will use conceptual thinking to analyze and make determinations regarding the use of industrial processing equipment.
5. Ethical Issues in Decision Making and Behavior- the student will gain an appreciation of the ethics of technology through examination of various processing.
6. Personal Accountability for Achievement – the student will complete the projects at the time designated by the instructor and will enter into class discussion.
7. Competence in Technology Principles: Participants will apply course concepts to their own area(s) of subject matters or majors.

| Program Outcomes   | TECH 5320 |
|--|-----------|
| 1. An ability to apply the knowledge to practical uses of quality management                           | X         |
| 2. An ability to compare SPC tools to determine viable solutions                                       | X         |
| 3. An ability to design an implementation system, component, or process to meet desired quality needs. | X         |
| 4. An ability to use quality improvement graphical problem solving functions.                          | X         |

**Grading Policy and Criteria to Determine Final Course Grade:**

Grading components are assigned weights\*

|                            |            |
|----------------------------|------------|
| Discussion & Participation | 50         |
| Textbook Quizzes           | 250        |
| Case Studies               | 250        |
| Exams 1 and 2              | 300        |
| <u>Final Exam</u>          | <u>150</u> |

TOTAL POINTS = 1000

\*NOTE: This is NOT set in stone, pending the number of quizzes and assignments are given.

**Grade Scale Breakdown:**

- A=90 - 100%
- B=80 - 89%
- C=70 - 79%
- D=60 - 69%
- F=BELOW 60%

**Course Policies:**

**Attendance:**

Attendance is mandatory which will be determined by timely submission of quizzes, assignments and exams. No make-ups unless:

1. Organized university trip.
2. Illness or death in immediate family (mother, father, brother and/or sister).
3. Illness of student.

Each one of these will require either a **doctor's statement** or a **signed statement** from the individual in charge of the trip.

A student will lose a letter grade in the course each time s/he is absent or late 3 times. Any student entering the classroom 1 minute after the scheduled starting time will be considered late.

### **Talking:**

While the instructor is talking (in a face-to-face class), it is understood that no one should be talking. Students talking in class prevent other students from hearing the instructor and learning the material that is required to pass the course. If you are caught talking then you **will earn a zero on your daily quiz grade**. On the second offense, you will be **asked to leave**. This behavior is rude and disruptive and most students who talk in class typically earn lower grades. It should be noted that students who have been granted permission to talk by the instructor should not be interrupted as well. For any reason, if a student does not like to listen the lecture or any personal issue arises, he/she can leave the classroom gently, but NOT allowed to disturb or distract the classmates. Please respect your fellow classmates, who have paid for this course and want to listen the lecture and learn the content.

### **Chapter Quizzes and Exams:**

Chapter lectures will follow-up with online quizzes. Content for examinations will be taken from lectures, demonstrations, quizzes, reading and writing assignments, laboratory exercises (if any) and any audio-visual materials used, i.e. films, tapes, slides, etc. **Cell phones, laptop, iPad or other electronic communication equipment besides a calculator are not allowed to use during the exam**. First violation will receive warning, and the second violation will result forfeits his/her right to take the exam.

Make up quizzes and examinations are the student's responsibility. **No excuses will be accepted after the due date is passed**. The instructor must be notified **prior** to the scheduled exam. If not, the student forfeits his/her right to take the exam. However, make-up exams will be on a different set of questions. Quizzes and assignments will not be made up unless a **prior acceptable excuse for an absence has been received by the instructor**.

### **Late Work:**

All work **not turned in on time will have an automatic reduction in value to 50% of its full value**. Exceptions to this will be as per University Policy concerning absences from class. It is student's responsibility to take quiz and submit assignment by due date or the date administered them. **Instructor is NOT responsible for reminding a student about missed quiz, assignment or exam**. If you know a quiz/assignment/exam will be late for a valid reason, inform your instructor in advance to avoid unnecessary penalty.

### **Format for Assignment Reports:**

Each assignment is expected to be written in such that the reader can easily examine the contents. Materials that are hard to read or require special handling to get at will not be graded. The cover page must contain the following:

1. Assignment Title and Chapter Number bolded
2. Your Name: Prepared by Joe Student
3. Your University I.D Number
4. Course Name and Number
5. The Date and
6. Submitted to Dr. Mohammed Ali

Your grade will reflect the quality of the presentation/paper.

### **Cell Phones:**

Cell phones are to be seen and not heard (in a face-to-face class). Make sure you turn off your cell phone during class or turn it to the vibrator mode. A ringing cell phone is a distraction and is inappropriate for the classroom. Allowing your cell phone to ring and then answering it is very rude. It is not fair to your fellow classmates who have paid for this course. **Please be considerate and make sure your cell phone is turned off during any of your classes. Students will be asked to leave for the day if this behavior continues.**

### **Additional Course Management and Classroom Policies:**

1. No retakes of quizzes or exams for "technical difficulties or internet interruptions". Get reliable technology or use the campus resources with Ethernet cabling, NOT Wi-Fi.
2. No excuses to leave the country and miss final exams or final presentations in class. A zero for these and any other assignments will be given.
3. No telephone usage of any kind in the classroom - texting, talking, social media..... . You will be asked to leave the classroom and counted as absent for the day and NOT allowed to make up any assignments, quizzes, etc.
4. Talking during class while the professor is talking, a guest speaker, or student presentations will be penalized - No class participation points - up to 25% of the overall score.
5. If a student is more than 5 minutes late without an excuse, it counts as an absence. Three absences is an automatic reduction of a letter grade in the class.

### **Tentative Schedule**

#### **WEEK 1: Aug 22 – Aug 27, 2022**

- Course syllabus descriptions, class polices and discussion
- Chap 1: Quality Basics

#### **WEEK 2: Aug 28 – Sept 3, 2022**

- Chap 2: Quality Advocates

#### **WEEK 3: Sept 4 – Sept 10, 2022**

- Chap 3: Quality Management Sys: ISO 9000, Malcolm Baldrige Award, and Six Sigma

#### **WEEK 4: Sept 11 – Sept 17, 2022**

- Chap 4: Quality Improvement: Problem Solving – Plan Do Study Act (PDSA), Pareto Chart, Flow Chart, Cause and Effect Diagram
- Case Study 1: Chap 2 - Case Study 2.1: Quality Hospitals, Pg 43-44

#### **WEEK 5: Sept 18 – Sept 24, 2022**

- Case Study 1: Chap 2 - Case Study 2.1 Continues
- Chapter 5: Statistics

#### **WEEK 6: Sept 25 – Oct 1, 2022**

- Exam 1 covers Chapters 1-5

#### **WEEK 7: Oct 2 – Oct 8, 2022**

- Chapter 6: Variable Control Charts

#### **WEEK 8: Oct 9 – Oct 15, 2022**

- Chapter 7: Process Capability

#### **WEEK 9: Oct 16 – Oct 22, 2022**

- Chapter 8: Other Variable Control Charts

- Case Study 2: Chap 4 - Case Study 4.2: Process Improvement, Pg 121-123

**WEEK 10: Oct 23 – Oct 29, 2022**

- Case Study 2: Chap 4 - Case Study 4.2 Continues
- Chapter 9: Probability

**WEEK 11: Oct 30 – Nov 5, 2022**

- Exam 2 covers Chap 6 through 9

**WEEK 12: Nov 6 – Nov 12, 2022**

- Case Study 3: Chap 6 - Case Study 6.2: Process Improvement, Pg 225-228
- Chapter 10 and 11: QC Charts for Attributes and Reliability

**WEEK 13: Nov 13 – Nov 19, 2022**

- Case Study 3: Chap 6 - Case Study 6.2 Continues
- Chapter 12 and 13: Advanced Topics in Quality and Quality Costs

**WEEK 14: Nov 20 – Nov 26, 2022**

- Thanksgiving Holidays, No Classes

**WEEK 15: Nov 27 – Dec 3, 2022**

- Case Study 4 - Chap 9 - Case Study 9.2: Normal Probability Distribution, Pg 322-323.
- Chapter 14: Product Liability

**WEEK 16: Dec 4 – Dec 10, 2022**

- Case Study 4 - Chap 9 - Case Study 9.2 Continues.
- Final Exam covers Chap 10 through 14

**Date of Final Exam:** Opens on Wed 12/7/2022 at 12:01 am and due Fri 12/9/2022 at 11:59 pm.

**Last Date to Withdraw from course(s):** November 4, 2022.

**Census Date and Policies:** Refer to the respective section below.

**Career Success Conference: Thursday, 20<sup>th</sup> Oct. from 8am -3:30pm, Attendance encouraged.**

**COVID Guidance**

- ***Information for Classrooms and Laboratories:*** It is important to take the necessary precautions to ensure a healthy and successful year. UT Tyler continues to urge you to protect yourselves against the flu, COVID and any new threats that may be developing. Be diligent about preventive measures such as washing hands, covering sneezes/coughs, social distancing, and vaccinations, which have proven to be successful in slowing the spread of viruses. Encourage those who don't feel well to stay home, and if they show symptoms, ask them to get tested for the flu or COVID. Self-isolation is important to reduce exposure ([CDC quarantine/isolation guidelines \(Links to an external site.\)](#)). Please work with your faculty members to maintain coursework and please consult [existing campus resources \(Links to an external site.\)](#) for support.

**Technology Access:**

This is an online course and will require reliable technology. Required technology includes:

**Hardware:**

- Desktop or laptop computer with internet access.

- Note: if your internet connection is down, it is your responsibility to see access to avenue such as UTT computer lab (located BEP249 or HPR 134), a public library to complete and submit your work on time.
- A camera, microphone and sound speakers.

**Software:**

- A current operating system (Microsoft or Apple)
- A web browser (Internet Explorer, Chrome, safari, Firefox, etc.)
- Access to Blackboard and Patriot mail. Note: Google Chrome does not support JAVA. Do not use it for Soft Chalk lessons.
- Microsoft Office (Available at no charge to student at <https://www.uttyler.edu/it/office365/proplus.php>)
- Note: Do NOT use Google Docs for writing assignments
- Also standard plug-ins such as: Java, Flash, QuickTime, Adobe Reader or another FDF reader such as Preview on the Mac.
- Other software as noted in each module such as E-Portfolio

**Technical Support:**

Technology related problems (e.g., Patriot email, blackboard, access problem to the *myUTTyler* etc.) can often solved by calling the UT Tyler Information Technology Hotline (903) 565-5555 x2 or by emailing them at [itsupport@patriots.uttyler.edu](mailto:itsupport@patriots.uttyler.edu). In your email be sure to include:

- The title an number of the course
- The Blackboard page in the question
- A description and message number for any error message that you receive
- What were you doing at the time you got error message

**Discrimination:**

The policy of this department is to make your college experience as pleasant as possible. However, if at any time you feel that you are being discriminated against, belittled, or not treated appropriately, please notify the instructor either anonymously or in-person immediately after class. It is not the intention of any of the faculty in this department to make your college experience an unpleasant one. Remember, the first step in the process is to inform the instructor so s/he can be made aware of the problem and take corrective action. If the problem continues to persist, please inform the chair of the department. The dean can then be notified if the problem continues to exist after a few days. A grievance can then be filed in the Office of Student Services if there has still been no change in the instructor's behavior. It should be noted that filing a grievance is a serious act and should NOT be done so just because you received a bad grade on an exam or in the course. Communication is an effective tool to solve problems and is rarely used enough. Most people are not deliberately trying to upset you, they are just not aware of your vantage point.

**Offensive Language:**

Any type of offensive language will not be tolerated in the classroom or laboratory or online. How you speak to your friends outside the classroom is your business, however, when you are in the classroom you must follow the University of Texas rules of conduct. **You will be asked to leave if your language or conduct is offensive.**

**Required Activities Scheduled Outside of Regularly-Scheduled Class time (fees, tickets, procedures and/or forms required):**

Read textbook, review notes, and complete assignments.

**Department Website:** <http://www.uttyler.edu/cbt/hrd/tech/>

**Commencement:** TBD, refer to university website for updates

**Holidays:** Sept 5 – Labor Day; Nov 21 - 26, 2022 Thanksgiving holidays.

**UT Tyler Honor Code**

Every member of the UT Tyler community joins together to embrace: Honor and integrity that will not allow me to lie, cheat, or steal, nor to accept the actions of those who do.

**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://www.uttyler.edu/wellness/rightsresponsibilities.php>

**Campus Carry**

We respect the right and privacy of students 21 and over who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at <http://www.uttyler.edu/about/campus-carry/index.php>

**Tobacco-Free University**

All forms of tobacco will not be permitted in the UT Tyler campus, branch campuses, and any property owned by UT Tyler. This applies to all members of the University community including students, faculty, staff, university affiliates, contractors and visitors. Forms of tobacco not permitted include cigarettes, cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, and all other tobacco products. There are several cessation programs available to students looking to quit smoking, including counseling quitlines, and group support. For more information on cessation programs please visit <http://www.uttyler.edu/tobacco-free>.

**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. (For Summer, the Census Date is 24<sup>th</sup> May.) 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 (refer to academic calendar) is the deadline for many forms and enrollment actions of which students need to be aware. 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/Accessibility Services**

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University of Tyler at Texas offers accommodations to students with learning, physical and/or psychological disabilities. If you have a disability, including non-visible a diagnosis such as a learning disorder, chronic illness, TBI, PTSD, ADHD, or you have a history of modifications or accommodations in a previous educational environment, you are encouraged to visit <https://hood.accessiblelearning.com/UTTyler> and fill out the New Student application. The Student Accessibility and Resources (SAR) office will contact you when your application has been submitted and an appointment with an Accessibility Case Manager. For more information, including filling out an application for services, please visit the SAR webpage at <http://www.uttyler.edu/disabilityservices>, the SAR office located in the University Center, # 3150 or call 903.566.7079.

### **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.

**Student Standards of Academic Conduct:** Disciplinary proceedings may be initiated against any student who engages in scholastic dishonesty, including, but not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.

- (i) "Cheating" includes, but is not limited to:
- copying from another student's test paper;
  - using, during a test, materials not authorized by the person giving the test;
  - failure to comply with instructions given by the person administering the test;
  - possession during a test of materials which are not authorized by the person giving the test, such as class notes or specifically designed "crib notes". The presence of textbooks constitutes a violation if they have been specifically prohibited by the person administering the test;
  - using, buying, stealing, transporting, or soliciting in whole or part the contents of an unadministered test, test key, homework solution, or computer program;
  - collaborating with or seeking aid from another student during a test or other assignment without authority;
  - discussing the contents of an examination with another student who will take the examination;
  - divulging the contents of an examination, for the purpose of preserving questions for use by another, when the instructor has designated that the examination is not to be removed from the examination room or not to be returned or to be kept by the student;
  - substituting for another person, or permitting another person to substitute for oneself to take a course, a test, or any course-related assignment;
  - paying or offering money or other valuable thing to, or coercing another person to obtain an unadministered test, test key, homework solution, or computer program or information about an unadministered test, test key, home solution or computer program;
  - falsifying research data, laboratory reports, and/or other academic work offered for credit;
  - taking, keeping, misplacing, or damaging the property of The University of Texas at Tyler, or of another, if the student knows or reasonably should know that an unfair academic advantage would be gained by such conduct; and
  - misrepresenting facts, including providing false grades or resumes, for the purpose of obtaining an academic or financial benefit or injuring another student academically or financially.
- (ii) "Plagiarism" includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another's work and the submission of it as one's own academic work offered for credit.
- (iii) "Collusion" includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on scholastic dishonesty.
- (iv) All written work that is submitted will be subject to review by SafeAssign™, available on Blackboard.

**UT Tyler Resources for Students:**

- UT Tyler Writing Center (903.565.5995), [writingcenter@uttyler.edu](mailto:writingcenter@uttyler.edu), <http://www.uttyler.edu/writingcenter/>
- UT Tyler Tutoring Center (903.565.5964), [tutoring@uttyler.edu](mailto:tutoring@uttyler.edu), <https://www.uttyler.edu/tutoring/>
- The Mathematics Learning Center, RBN 4021, This is the open access computer lab for math students, with tutors on duty to assist students who are enrolled in early-career courses.
- UT Tyler Counseling Center (903.566.7254) <https://www.uttyler.edu/counseling/>

**Note: The instructor reserves the right to modify this syllabus. However, Canvas course's Syllabus link will have the most updated syllabus at any point of the semester.**