



Soules College of Business
Department of Technology
TECH 5320: Total Quality Management
Course Syllabus

TECH 5320 Total Quality Management
Dr. Heshium Lawrence
Fall 2019

Office Hours: W-4-6; TH-4-6

Office: Soules Bldg. 225-03
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Course Description:

This is a 3 semester hour course oriented toward the graduate student in technology. The quality of products and services directly affects a company's market share, profitability, and reputation for responsibly serving the interests of its customers and the public as a whole. This course will provide coverage of quality control and quality improvement concepts and will emphasize Total Quality Management (TQM), Six Sigma Quality Concepts and the use of statistics to measure the quality of manufacturing and service related processes.

Textbook (Required):

Summers, D. C. (2016). *Quality* (6th ed.). Prentice-Hall. ISBN:978-0-13-441327-3

Course Objectives

At the end of the course, students will be able to

- A. Explore the concept of total quality control
- B. Develop the statistical process control requirements for a total quality control program.
- C. Identify the types and levels of quality control techniques applied to a manufacturing setting.
- D. Become proficient in the application of statistical quality control principals.
- E. Become proficient in the use of various types of sampling and process control charts.

Student Learning Outcomes

- A. Know the quality advocates and their tools by successful passing course exams and quizzes.
- B. Demonstrate a comprehensive knowledge of Total Quality Management principles by earning passing scores on quizzes and exams
- C. Interpret manufacturing outcomes and procedures based on statistical tools and techniques.
- D. Perform statistical analysis using Excel
- E. Produce topic summaries that pertain to Total Quality Management concepts

Course Competencies:

- A. 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.
- B. Communication skills - The student will conduct and write a term project related to quality improvement problem solving and quality control measurement.
- C. Interpersonal skills - Students will work in quality improvement teams to experience the use of graphical problem solving techniques.

- D. 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-act cycle.
- E. Personal accountability for achievement - Each student will follow the designated suspense dates for course work as listed in the course syllabus.
- F. Competence in basic technology principles -
 - 1. By the study of the major "quality guru's", the student will develop a foundation for the total quality management movement.

Course Requirements:

A. **Assignments:**

- 1. seven written topic summaries
- 2. complete assigned outside work (written & computer)
- 3. complete midterm exam
- 4. complete final exam
- 5. complete individual semester paper (**first assignment**)

B. **Grading and Evaluation:**

Points:

Homework assignments (x10)	740
Topic summaries (x7)	70
Exams (x3)	190
Total	1000

- C. Students are required to log on and use Canvas at least twice a day to access their electronic gradebook, related course materials and other information that the instructor may post.

D. **Suspense Dates:**

Topic Summary #1	Wed, Sep 11
Topic Summary #2	Wed, Sep 25
Topic Summary #3	Wed, Oct 9
Topic Summary #4	Wed, Oct 23
Topic Summary #5	Wed, Nov 6
Topic Summary #6	Wed, Nov 20
Topic Summary #7	Wed, Dec 4
Thanksgiving Holiday	Nov 25-30
Homework Assignments	as scheduled
Final Exam	TBD
Final Exam Week	Dec 10-14

**You will complete and submit all assignments on time.
(Late assignments will not be accepted, for any reason.)**

Technology related issues are not acceptable excuses, submit early!)

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. (2006-2008 Catalogue, p. 35).

University Policies Regarding Academic Processes:

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://www.uttyler.edu/wellness/StudentRightsandResponsibilities.html>

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 12th day of class (See Schedule of Classes for the specific date). Exceptions to the 6-drop rule include, but are not limited to, the following: totally withdrawing from the university; being administratively dropped from a course; dropping a course for a personal emergency; dropping a course for documented change of work schedule; or dropping a course for active duty service with the U.S. armed forces or Texas National Guard. Petitions for exemptions must be submitted to the Registrar's Office and must be accompanied by documentation of the extenuating circumstance. Please contact the Registrar's Office if you have any questions.

Disability Services

In accordance with federal law, a student requesting accommodation must provide documentation of his/her disability to the Disability Support Services counselor. If you have a disability, including a learning disability, for which you request an accommodation, please contact Ida MacDonald in the Disability Support Services office in UC 282, 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.

License Holder Responsibilities: We respect the right and privacy of students 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>.

Topic Summaries: All topic summaries will be checked for plagiarism (you cannot use a topic

summary from any previous year or course)

Directions: Write article summaries from the following topics listed below. These articles should be taken from **recent periodicals (2008-2019)**, **not handbooks/manuals or textbooks**. Each summary shall be one (1) page in length. Each summary must come from a separate periodical of a different titled publication. The articles you choose to review must have relevance to principles of quality control and reflect current trends in the quality movement. **SEE EXAMPLE ON LAST PAGE (you must follow the format and use APA or points will be deducted).**

1. just-in-time production technology
2. quality circles, teams, or work groups
3. supplier quality and certification programs
4. process capability studies and applications
5. quality in design
6. integrating quality control into manufacturing
7. KANBAN
8. statistical process control charts and applications
9. integrating quality control into the service industry
10. budget control of quality
11. quality service
12. total quality management
13. quality function deployment
14. process control studies
15. employee empowerment and management
16. Six Sigma Quality
17. Benchmarking Processes
18. Supply Chain Management
19. Five S's (5 Ss')
20. material requirements planning
21. cost of quality
22. product life-cycle management
23. Yellow, Green, Black, or Master Black Belt in Six Sigma
24. DMAIC
25. Statistical Process Control
26. Value Stream Map
27. 7 Lean tools of waste
28. Lean/Six Sigma in Healthcare
29. FMEA
30. **topic of your choice (as long as it relates to the course and you get approval)**

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

TOPIC SUMMARY EXAMPLE

TECH XXXX
Course Title-Section
Name

Vehicular Systems

McCosh, D. (1986). No-springs, no-shocks. *Popular science*. 444 (6), 60-63. **(Reference must be in the correct APA format)**

The author believes active suspension will replace springs and shocks with a computer and high-speed hydraulics. The primary benefit of the system is to isolate one suspension characteristic from another. Essentially, MacPherson struts are replaced with hydraulic struts which can react within 3/1000 second, and can cycle up to 1500 times/minute. A computer responds to tiny changes in body and wheel movement by controlling double-acting struts. As well as sensing bumps, the system reads the forces acting on the car body preventing it from banking to the outside of a curve. The idea of active suspension is credited to Britain's great interest in its application. American auto manufacturers have characterized the system as expensive, noisy, and consuming power, however, it may appear on some "expensive" U.S. automobiles.

This paragraph is an overview/synopsis of the article you just read.

Reaction

This article had good appeal for automobile enthusiasts who want to keep abreast of the latest technology. The reporting of this innovative suspension system was very consistent and well documented through interviews. Several pictures of the system components were shown as well as a pictorial schematic of the complete suspension system. Upon reading this article, anyone would have a good working knowledge of the computer-controlled suspension.

This paragraph is your reaction to the article, good or bad. If you have any personal experience with the topic, include it in this section. Why you picked this article? Did the author do a good job of explaining the topic? What could have been better? (These are just some of the questions you should consider when writing this paragraph)

Note: Margins are to be set at the following dimensions:

Left = 1.25"
Right = 1.00"
Top = 1.00"
Bottom = 1.00"