

UNIVERSITY OF INDIANAPOLIS
School for Adult Learning
Quality Management (ORGL – 405, AU1)

General Information:

Welcome to the “Quality Management” course! It will be a challenging and positive course both personally and professionally. Upon reading this syllabus, I would like each of you **to provide me with your preferred e-mail address and phone number for contact purposes.** I will use your preferred e-mail address to send the class outlines and needed information. Below, I have provided my contact information!

Course Information:

Quality Management (ORGL – 405, AU1)
Credit Hours - (3)
Dates – Tuesday, 7/15, 7/22, 7/29, 8/5, and 8/12/2008
Location – EH #263
Hours - 6:00 pm – 9:45 pm

Instructor Information:

Thomas C. Christenberry, Ph.D.,
Director of Public Safety Education/
Assistant Professor of Adult Learning
School for Adult Learning,
University of Indianapolis
Esch Hall (New), Room 103K
Office Hours: By Appointment
Phone: 317.788.2066
Mobile: 812.320.3230
Fax: 317.788.6140
E-Mail: tchristenbe@uindy.edu
E-Mail: tchberry@earthlink.net

Required Text:

Clark, T. J., Success Through Quality: Support Guide for the Journey to Continuous Improvement, American Society for Quality. 1999.
ISBN 0-87389-441-3

Course Description:

This course is designed to introduce students to the background of quality management in the business/organizational setting. Students will become fluent in the key terms and concepts of quality management and will be introduced to the work of recognized leaders and practitioners in the field. Case Studies, Practical Exercises, and the American Society for Quality (ASQ) public website will be used to acquaint students with the concepts of quality, the application of quality management, and the basic use of quality skills and tools.

In addition to the basic course description, this course allows students to qualitatively assess the concepts of quality and continuous improvement in their personal lives, in society, in the university setting, and the business/organizational workforce.

Course Objectives:

1. Define, describe, and discuss the key terms, concepts and approaches used in the field of quality management and continuous improvement.
2. Describe and discuss the historical background, significance and development of the quality management in business and organizations.
3. Define, describe, and discuss some of the recognized leaders and practitioners (past and present) in the fields of quality and quality management.
4. Assess and evaluate the roles of quality, quality management, continuous improvement and learning in individuals (personal), in society, in the university and in the business/organizational workforce.

Readings:

Since the textbook for this course is designed and described as a “Support Guide for the Journey to Continuous Improvement,” a significant portion of this course will be derived from outside readings in the fields of quality management and related fields of interest. Each student will be required to read one (outside) book and four juried/professional articles in addition to the required text.

There is one required outside reading (book) from the field of quality management. Each student will select one (see Clark 1999, “Selected Bibliography, p. 121 for assistance/suggestions only) reading on quality management and prepare a typed executive briefing to be submitted electronically via e-mail. The selected reading must be presented on Week 1 (07/15/08) or earlier for approval. **It would be a prudent idea to start planning, acquiring, and reading this book before class begins.**

In addition, each student will be required to read three juried or professional articles (articles and source documents will be provided in class) and prepare a typed executive briefing to be submitted electronically via e-mail. [A format/guide will be provided for the executive briefings of books and juried/professional articles.](#)

Course Calendar:

Week 1 (07/15/08)

Introduction to Course/Requirements and Expectations
Overview: QM, Continuous Improvement and Learning
Read Introduction & Chapters 1 pp. xii-16
Submit book title/author on reading (book) in Quality Management
Juried/Professional Articles Discussed
Executive Briefings (Format Guide) Discussed
Current Events/Related Field Discussion (**Begins [Required] Week 1**)
Visit the ASQ (www.asq.org) web-site
Homework Assignment #1 – See p6 of the Syllabus
Quiz #1 (In Class)

Week 2 (07/22/08)

Read Chapters 2-5, pgs. 17-71
Current Events/Related Field Discussion
Homework Assignment #2 – See p 7 of the Syllabus
Quiz #2 (In Class)

Week 3 (07/29/08)

Read Chapters 6-7, pgs. 75-106
Professional/Juried Article Summaries Due!
Current Events/Related Field Discussion
Individual Presentations Scheduled
Homework Assignment #3 – Distributed Class #1
Quiz #3 (In Class)

Week 4 (08/05/08)

Read Chapter 8 and the Conclusion, pp 107-117
Quality Management Book Executive Summaries Due!
Current Events/Related Field Discussion
Individual Presentations Scheduled
Homework Assignment #4 – Distributed Class #1
Final Exam Review!
Quiz #4 (In Class)

Week 5 (08/12/08)

Course Critique (6:00 pm – 6:15 pm)

Final Exam (6:30 pm – 9:30 pm)

Course Wrap-Up and Final Comments (9:30 pm – 9:45 pm)

Course Requirements:

Executive Book Summary (40 points) – There will be one required outside reading from the field of Quality Management. Each student will select one reading (book) on quality management and prepare/submit (electronically via e-mail) the executive summary. The book must be brought to the first class (07/15/08) or earlier for review and approval!

Professional/Juried Article (20 points each) – There are three required executive summaries for the satisfaction of this requirement. Each student will prepare/submit (electronically via e-mail) an executive summary of each article. Resource/source periodicals will be provided during the first class meeting.

Class Participation - Attendance is required and essential for all (5) class meetings to successfully complete this course. Due to the compressed nature of this course, a missed class, for any reason, will result in the reduction of (10) points from the final point total.

Current Events/Related Field Articles (5 points per class 1, 2, 3, & 4) – Each student is expected to bring and discuss a current event/related field article (newspaper, magazine, pamphlet, or website information) pertaining to Quality Management or Continuous Improvement. Write your name and class meeting on the item... **Note this requirement begins Week 1...No Excuses!**

Quiz (25 points each) - At the end of class meetings 1, 2, 3, & 4 (approximately 9:15 pm), an in-class quiz will be given based on readings, lectures, assignments, discussions, and/or practical exercises in class. If a Quiz is missed, due to an excused absence, then the Quiz can be “made-up” prior to the next class, if not, then the Quiz points are lost!

Individual Presentation (15 points) – Beginning Week #3, each student will make a 15-20 minute oral presentation (to include Q&A) to the class based on a selected Quality topic from the American Society of Quality (ASQ) website (see homework section of the syllabus). Once a Quality topic has been selected from the website, then submit the topic for approval to ensure no duplication of topics. **Topic selection should be submitted before the start of class on 07/15/08!** Each student is required to prepare a typed handout (i.e. PowerPoint) or outline for each class member prior to the start of the presentation. If a laptop/LCD projector is needed for the presentation (optional), then make your request (I will provide it!) in advance of the presentation week.

Homework Assignments (10 points) – are due the night of class! If a class is missed, due to an excused absence, then the homework may be submitted (electronically via e-mail) by Friday of the week of class, if not then the homework points are lost!

American Society for Quality (ASQ) Internet Site – Each student should become familiar and visit the ASQ website www.asq.org. There are many juried/professional articles, current events, and topical areas for discussion, which may be used to satisfy some of the above requirements. In addition, some class homework assignments will come from the ASQ site.

Final Exam (100 points) – The final exam will consist of ten (10) essay/short answer type questions pertaining to the field of Quality, Quality Management, and Continuous Improvement. The four (4) quizzes, homework assignments and class discussions will provide an excellent review of content for the final exam.

All Executive Summaries must be typed (Computer Word Processor/Typewriter) using 12-point font size and double-spaced. All submitted materials are evaluated on content, organization, and mechanics, such as spelling, punctuation, grammar, and style.

Course Policies:

Attendance/Tardy Policy – As discussed in the Course Requirements section (Class participation), attendance, as well as promptness to each class, are required and essential to the successful completion of this course. If you are unable to attend class or are going to be late, please contact (Cell: 812-320-3230).

Incomplete Grades (See Academic Catalog, page 61) – Per the University of Indianapolis Academic Catalog, students will have (6) months to rectify an Incomplete Grade.

Missed Assignments or Reports – Due to the compressed accelerated schedule, all missed or late work will not be accepted (no points), unless excused!

Missed Exam – Per the Make-Up Exam Policy for the School for Adult Learning/University of Indianapolis and **with approval**, make-up final exams will be given on Wednesday (or other designated day) evenings beginning at 4:00 p.m. and concluding at 6:00 p.m. Students must come to the School of Adult learning office, sign up for the exam, and pay a \$5.00 fee.

Academic Honesty and Misconduct - The University of Indianapolis has adopted strict regulations concerning academic conduct of all students. The purpose of these regulations is to safeguard the academic integrity of the

institution and educational processes. These regulations cover the following: Cheating, Fabrication, Plagiarism, Interference, Violation of Course rules, Multiple Submission of the Same Academic Work, Facilitating Academic Dishonesty, and Abuse of Confidentiality. These items will be discussed during the first class session.

Grading Scale

100% - 93%	375-349 pts. = A
92% - 90%	348-338 pts. = A-
89% - 88%	337-330 pts. = B+
87% - 83%	329-311 pts. = B
82% - 80%	310-300 pts. = B-
79% - 78%	299-293 pts. = C+
77% - 73%	292-274 pts. = C
72% - 70%	273-263 pts. = C-
69% - 60%	262-225 pts. = D
	224-0 pts. = F

Homework Assignment #1 (due 07/15/08)

Go to the ASQ web-site (www.asq.org) and GO on the *Learn About Quality* section location on the left-side of the screen...scroll down to *Basic Concepts*...**click** on *The History of Quality - Overview, Continuous Improvement and Variation*...**Read for Class!**

1. Using the “Glossary” on the ASQ web-site, define/identify the significance of the following terms/people: **(Turn-in for class)**
 - a. Quality
 - b. Continuous Improvement (CI)
 - c. Variation
 - d. W. Edwards Deming
 - e. Walter A. Shewhart
 - f. Philip B. Crosby
2. Listen to Audiocast (MP3): “Quality Gurus” – 22:39...located on the *The History of Quality – Overview* page mentioned above...**(Turn-in for class)**
 - a. List/briefly explain the seven “common attributes” of the Quality Gurus

Homework Assignment #2 (due 07/22/08)

Go to the ASQ web-site (www.asq.org) and GO on the *Learn About Quality* section location on the left-side of the screen...scroll down to *Basic Concepts*...**click** on *Continuous Improvement [PDSA Cycle]*...**Read for Class!**

3. Using the “Glossary” on the ASQ web-site, define/identify the significance of the following terms/people: **(Turn-in for class)**
 - a. Kaizen
 - b. Malcolm Baldrige National Quality Award
 - c. ISO 9000 Series Standards
 - d. American Society of Quality (ASQ)
 - e. Armand V. Feigenbaum
 - f. Ishikawa Kaoru
4. Listen to Audiocast (MP3): “Phillip Crosby” – 17:32/”Joseph M. Juran” – 15:11 located on the *History of Quality – Overview* page mentioned above...**(Turn-in for class)**
 - a. List/briefly explain Crosby’s concept of “quality is free” and Juran’s concept of management and the “80-20 Rule”.