



UNC CHARLOTTE

BELK COLLEGE *of* BUSINESS

OPER 3206-001 Quality Assurance and Management
TR, 12:30PM-1:45PM, Friday Building, Room 132
Spring 2017

INSTRUCTOR INFORMATION

Dr. Xiuli He
Office: Room 352A, Friday Building, 3rd Floor
Email: xhe8@uncc.edu
Phone: 704- 687 -7629
Office Hours: Thursdays, 2:00PM-4:00PM or by appointment

COURSE DESCRIPTION

The objective of the course is to understand the most current information about quality management and performance excellence approaches in the manufacturing or service organizations. The course will cover the fundamental quality management principles, criteria, and historical foundations. This course will also provide a foundation for understanding and applying analytical tools in the quality control.

A variety of teaching methods are used to achieve the objectives, including lectures, class discussions, analysis and presentation of relevant business cases and articles. This course emphasizes on students' active participating role in the learning process.

COURSE MATERIALS

- “Managing for Quality and Performance Excellence” by James R. Evans and William M. Lindsay, South-Western Cengage Learning, 9th edition (Required)

Course Website: <http://canvas.uncc.edu/>

- All lecture notes, solutions, grades, and updated information regarding the class will be posted on Canvas. It's each student's responsibility to check Canvas frequently for any new information about the course.
- Students need to report anything that does not match your own record (e.g., missing or wrong grade) within **SEVEN** calendar days since the date the information was posted.

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COURSE LEARNING OBJECTIVES

Following completion of the course, students will be able to do the following:

- Know the historical foundations of quality and quality management frameworks.
- Know how to build leadership and sustain high performance in organizations.
- Understand customers and their needs.
- Know how to achieve good business outcomes and engage the workforce through designing, managing, and sustaining high-performance work systems.
- Use data and information to measure and manage organizational performance.
- Know how to construct and interpret process improvement tools.
- Learn the philosophy of Six Sigma and understand analytical issues and tools, and techniques that underpin Six Sigma and process improvement.
- Apply analytical tools to make decisions and solve problems.

COURSE ASSESSMENT

The course grades will be based on four exams, class participation, and five homework assignments.

Assignment	% of Grade
Exam 1	15%
Exam 2	20%
Exam 3	20%
Exam 4	20%
Assignments	20%
Class Participation	5%

Exams

There are **four** exams which cover the material covered in the corresponding course unit, i.e., exams 1-4 are **NOT** cumulative. Plan now for the following dates: **Feb. 7** (Exam1), **Mar. 2**(Exam 2), **April 6** (Exam 3), and **May 11** (Final Exam).

Assignments

Assignments need to be turned in for grading. These assignments help you to develop and practice quantitative skills. The purpose of homework assignments is to provide learning reinforcement and promote class preparations. You will find that the homework provides excellent learning feedback and is a confidence-building tool. The assignments will also help with your preparation for the exams.

A solution showing evidence of effort at completeness will earn full points. Please turn in your homework, **properly stapled if two or more pages**, at the beginning of the class session listed on the schedule. **Please note that late submission of homework is not acceptable.**

You are encouraged to work with other students in the class. But the solution that you turn in must be your own. Please, no Xerox copy of another student's solution. **Identical assignments will be in violation of university regulations and will receive no credit.** Solutions to the individual homework assignments will be posted in class. Please study each solution carefully.

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Class Participation

Class time is our most precious and inelastic resource. Please come to every class prepared and actively participate in the discussion of the lecture content, complementary textbook mini cases, and Harvard business cases.

Disruptive behavior includes but is not limited to, side conversations between two or more students during lecture, unnecessary comments that add no value to class, and any activities that negatively impact the ability of other students to learn and/or listen in class. **Disruptive behavior will not be tolerated.** If necessary, I will amend the syllabus and grading policy to penalize individuals that exhibit disruptive behavior. Please keep all electronic and telecom equipment such as cell phones, beepers, etc. on “silent” mode during class.

Grading Scale

A=100-90, B= 89-80, C=79-70, D=69-60, F=59-0

MAKE-UP POLICY

NO MAKE-UP EXAMS will be given unless students obtain **prior permission** from the professor and provide official documents. An unexcused absence from an exam will result in a grade of zero for that exam. At most **ONE** make-up exam will be granted for each student.

WITHDRAWAL FROM CLASS

The administration of this institution has set deadlines for withdrawal of any college-level courses. These dates and times are published in that semester's course catalog. Administration procedures must be followed. It is the student's responsibility to handle withdrawal requirements from any class. In other words, I cannot drop or withdraw any student. You must do the proper paperwork to ensure that you will not receive a final grade of "F" in a course if you choose not to attend the class once you are enrolled.

ACADEMIC INTEGRITY

[The UNC Charlotte Code of Student Academic Integrity](#) governs the responsibility of students to maintain integrity in academic work, defines violations of the standards, describes procedures for handling alleged violations of the standards, and lists the applicable penalties. The following is a list of prohibited conduct in that Code as violating these standards: A) Cheating; B) Fabrication and Falsification; C) Multiple Submission; D) Plagiarism; E) Abuse of Academic Materials; and F) Complicity in Academic Dishonesty. For more detail and clarification on these items and on academic integrity, students are strongly advised to read the current [UNCC undergraduate catalog](#).

STATEMENT ON DIVERSITY

Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

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Tentative Course Outline/Schedule

Week	Date	Topics	Chapter	Due date
1	Jan. 10	Introduction		
	Jan. 12	What is Quality	Ch1	
2	Jan. 17	Foundations of Quality Management	Ch2	
	Jan. 19	Customer Focus	Ch3	
3	Jan. 24	Workforce Focus	Ch4	
	Jan. 26	Process Focus	Ch5	
4	Jan. 31	Process Focus	Ch5	
	Feb. 2	Exam Review		
5	Feb. 7	Exam 1	Ch1, 2, 3, 4, and 5	
	Feb. 9	Design for Quality and Product Excellence	Ch7	
6	Feb. 14	Design for Quality and Product Excellence	Ch7	
	Feb. 16	Design for Quality and Product Excellence	Ch7	
7	Feb. 21	Measurement	Ch12	
	Feb. 23	Leadership	Ch13	Assignment#1
8	Feb. 28	Exam Review		
	Mar. 2	Exam 2		
9	Mar. 7	No class: Spring break	Ch7, 12, 13	
	Mar. 9	No class: Spring break		
10	Mar. 14	Statistics Review 1-Random Variable	Ch6	
	Mar. 16	Statistics Review- Normal Distribution	Ch6	
11	Mar. 21	Statistics Review- Sampling	Ch6	
	Mar. 23	Statistics Review- Confidence Interval	Ch6	Assignment#2
12	Mar. 28	Statistics Review- Hypothesis	Ch6	
	Mar. 30	Six Sigma and Process Improvement	Ch9	
13	April 4	Exam Review		Assignment#3
	April 6	Exam 3	Ch6, 9, and Slides	
14	April 11	Control Charts- Part 1	Ch8	
	April 13	Control Charts- Part 2	Ch8	
15	April 18	Control Charts- Part 3	Ch8	
	April 20	Process Capability Analysis	Slides	Assignment#4
16	April 25	Process Capability Analysis	Slides	
	April 27	Guest Lecture		
17	May 2	Exam Review	Ch8 and slides	Assignment#5
18	May 11	Final Exam (Thursday, 11:00AM-1:30PM)		

Note:

- These descriptions and timelines are **subject to change** at the discretion of the instructor.
- Check the updated final exam schedule for Spring 2017:
<http://registrar.uncc.edu/sites/registrar.uncc.edu/files/media/Spring%202017%20FE%20Table.pdf>