Syllabus for OPER 3206-001
Quality Management
Spring 2010
(Tr 2:00-3:15)

Instructor: Neal I. Parker
Office: Friday 037
Office Hours: Wednesdays 2:00-3:00 and by Appointment
Phone: 704.687.7666
Email: niparker@email.uncc.edu

Text: Statistical Process Control by J. Oakland, 6e, ISBN 9780750669627
Materials: Additional material will be provided during the semester

Grades: There will be 3 Take-Home Tests that will count 60% of the Course Grade. An Additional 20% will be earned from random assigned in-class group presentations of quality management issues as we move through the course, homework, and attendance. The last 20% will be for a semester project that will be due during the last week of classes of the semester.

Attendance: Everyone is expected to attend all classes. Each class not attended above 4 will result in one letter grade deduction from the final grade (no excused absences... everyone is allowed 4 at their discretion without penalty).

Honor Code: The Honor Code Defined by UNC Charlotte in the Student Handbook governs all students taking this course.

Statement on Diversity:
The 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.
Schedule of Class Topics by Text Chapter and Week

*Text Chapter Reading Assignments Should be Completed Before Associated Class.*

**Week 1 - Introduction**

**Week 2 - Statistics Review**

**Week 3 - Statistics Review**

**Week 4 - Foundations of Quality**

**Week 5 - Qualitative Tools**

**Week 6 - Process Capability**

**Week 7 - Statistical Process Control**

**Week 8 - Statistical Process Control**

**Week 9 - Realigning Where We Are in the Course With Where We Should Be**

> By this time we are going to be Over/Under where we should be with Topics. These Classes will act as a Safety Valve to Get the Course Topics Covered that should have been cover by this time but have not.

**Week 10 - Statistical Process Control**

**Week 11 - Statistical Process Control**

**Week 12 - Reliability**

**Week 13 - Strategic Sourcing & Other Topics of Interest**

**Week 14 - Course Summary, Tie Up Loose Ends and Review**

**Week 15 - Projects**