

OPER 3206 – Quality Assurance and Management

Spring - 2020

Instructor: Dr. Reginald Silver

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

Section Information:

Section	Day(s)	Location	Time
Section 090	R	132 Friday	05:30 PM – 08:15 PM

Office Hours: R, 11:00 AM – 01:00 PM

Also available by appointment

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Course Description and Objectives:

A study of management philosophy, practices and analytical processes implemented in quality planning and administration of products and services. Topics include: corporate culture, quality design, human factors and motivation, quality cost analyses and auditing, service quality, quality assurance, quality circles, and conformance to design.

Learning Objectives

- Know the historical foundations of quality and quality management frameworks
- Know how to build leadership and sustain high performance in organizations
- Identify customers and understand customer requirements
- Know how to design high-performance work systems
- Use data and information to measure and manage organizational performance
- Understand the proper use of process improvement tools
- Learn the philosophies of Lean/Six Sigma
- Apply analytical tools to make decisions and solve problems

Course Material:

Here are some important links that you will need during the course:

- **Textbook**

Evans, J. R. & Lindsay, W. M. (2016). *Managing for Quality and Performance Excellence* (10th ed.). Boston, MA: Cengage.

ISBN: 978-1-305-66254-4

- **Canvas**

<http://canvas.uncc.edu>

- If you need help with information about computing at UNCC, please visit the website:

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<http://www.labs.uncc.edu>

It is important for you to be comfortable with accessing your UNCC email account, UNCC Banner and the Canvas site for this course.

Course Evaluation

Course Component	Weight
Attendance and Participation	15%
Group Project	25%
Exams	60%

Grading Scale

Score	Grade
90 -100	A
80 – 89.99	B
70 – 79.99	C
60 – 69.99	D
0 – 59.99	F

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Course Schedule

Week	Class Date	Course Topic	Assignment and Readings
1	1-9-20	Principles of Quality Foundations of Quality Management	Evans & Lindsay Chapters 1, 2
2	1-16-20	Customer Focus Workforce Focus Process Focus	Evans & Lindsay Chapters 3, 4, 5
3	1-23-20	Statistical Methods in Quality Management	Evans & Lindsay Chapter 6
4	1-30-20		Exam 1
5	2-6-20	Design for Excellence	Evans & Lindsay Chapter 7
6	2-13-20	Quality Control	Evans & Lindsay Chapter 8
7	2-20-20	Process Improvement, Six Sigma, Leans Sigma	Evans & Lindsay Chapter 9
8	2-27-20		Exam 2
9	3-5-20	Spring Break	
10	3-12-20	The Baldrige Framework Performance Excellence	Evans & Lindsay Chapters 10, 11
11	3-19-20	Performance Measurement Systems	Evans & Lindsay Chapter 12
12	3-26-20	Leadership for Performance Excellence	Evans & Lindsay Chapter 13
13	4-2-20	Sustaining Quality and Performance Excellence	Evans & Lindsay Chapter 14
14	4-9-20	Out-of-Class Assignment	
15	4-16-20		Group Project Presentations
16	4-23-20		Group Project Presentations
17	5-7-20		Final Exam 5:00 pm - 7:30 pm

The course schedule is subject to change at the discretion of the instructor.

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Course Policies

Participation

- Students are responsible for all material covered, announcements made, assignments passed out, and any other type of work posted on Canvas.

Communication via Canvas and email

- The primary mode of communication for this class is a combination of the use of Canvas and email. **Make sure you check your email and access your Canvas account regularly (sometimes daily).** The instructor is not responsible for you missing any information communicated via Canvas and email regarding the course.

Email

- Please use my email address specified in the beginning of the syllabus for electronic communication.
- Responses to student emails will usually occur within 24 hours.
- When emailing the instructor or teaching assistant, include a subject and your section number. Without a proper subject, your email may be deleted or may not be responded to due to security reasons.

Due Dates

- **Late homework and projects will not be accepted, and you will receive a zero for that assignment. No exceptions will be made.** If you know you will miss class, make arrangements to turn in your work ahead of time.

Exams

- **Make-up exams will NOT be given except in cases of serious medical emergencies as evidenced by a written doctor's excuse. Permission must be obtained from the professor prior to the scheduled exam time.**
- Students missing an exam with an approved excuse will be allowed to make up the exam.

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Electronic Devices in Class

- Use of cellular phones, pagers, music players, radios, and similar devices are prohibited in the classroom.
- Cellular phones **MUST BE TURNED OFF DURING CLASS**. Pagers must be set to vibrate, rather than beep.
- Calculators and computers (laptops, iPods, iPads, iPhones, etc.) are prohibited during examinations and quizzes.
- Laptop-size computers may be used in review sections for the purpose of taking notes.

Use of instant messaging, email or other forms of electronic communication during class time is prohibited. Use of computing devices for purposes other than those required for the purposes of the class topic is prohibited. This includes use of laptops, lab computers, phones or other devices for Internet browsing, game playing, reading news, texting, chatting, IM, Facebook, and other activities not required for the class.

Grade Appeals

- If you believe that the grade you received on an assignment or an exam was in error or unfair, you can **appeal to me in writing within 7 calendar days** of the assignment being graded.
- The appeal should clearly state the reasons why you believe the grade to be unfair or the nature of the error.
- Appeals after 7 calendar days will not be considered.
- Issues identified as having been caused by the student forgetting to complete an assignment are not eligible for appeal.

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Use of Tobacco and e-Vapor Products in Class

- The use of tobacco and e-Vapor products in class is prohibited. If a student uses any form of tobacco or e-Vapor product during class, the student may be asked to leave the class.

University Policies

Student Conduct Policy

As a program that helps to create business and government leaders, the College of Business has an obligation to ensure academic integrity is of the highest standards. Standards of academic integrity will be enforced in this course.

University regulations will be strictly enforced in all cases of **academic irregularities, cheating or plagiarism** or any variations thereof. Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity shall be that a student's submitted work, examinations, reports, and projects must be that of the student's own work.

All UNCC students have the responsibility to be familiar with and to observe the requirements of The **UNCC Code of Student Academic Integrity** (see the Catalog and also <http://integrity.uncc.edu/>). This code forbids cheating, fabrication or falsification of information, multiple submission of academic work, plagiarism of written materials and software projects, abuse of academic materials (such as Library books on reserve), and **complicity in academic dishonesty** (helping others to violate the code). Additional examples of violation of the Code include:

- Representing the work of others as your own.
- Using or obtaining unauthorized assistance in any academic work.
- Giving unauthorized assistance to other students.
- Modifying, without instructor approval, an examination, paper, record, or report for the purpose of obtaining additional credit.

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- Misrepresenting the content of submitted work.

General advice and interaction among students is encouraged. Each person, however, must develop his or her own solutions to assignments. Students may not "work together" on graded assignments. Such collaboration constitutes cheating, unless it is a group assignment. A student may not use or copy (by any means) another's work (or portions of it) and represent it as his/her own. If you need help on an assignment, contact your instructor or the TA, not other classmates.

Any further specific requirements or permission regarding academic integrity in this course will be stated by the instructor, and are also binding on the students in this course.

Students who violate the code can be punished to the extent of being **permanently expelled** from UNCC and having this fact recorded on their official transcripts. The normal penalty is zero credit on the work involving dishonesty and further substantial reduction of the course grade. In almost all cases, the course grade is reduced to "F." If you are unclear about whether a particular situation may constitute an honor code violation, you should meet with the instructor to discuss the situation.

If you do not have a copy of the code, you can obtain one from the Dean of Students Office.

Students are expected to **report cases of academic dishonesty** they become aware of to the course instructor who is responsible for dealing with them.

Feel free to discuss the definition of cheating and/or plagiarism with me if you are unclear on these terms or have questions about the acceptability of a particular type of action.

Use of Computing Resources Policy

For the purposes of the course you will be given access to a variety of computing resources. These resources are to be used only for the purposes of this course. Intentional or grossly negligent disruptive and/or illegal use of the resources will result at a minimum in a loss of access privileges and a failing grade for the course. Further action will be taken as necessary. All [University Policies on the use of Computing Resources](#) apply.

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Accommodations or Disabilities

In compliance with the Americans with Disabilities Act (ADA), all qualified students enrolled in this course are entitled to “reasonable accommodations.” Please notify the instructor during the first week of class of any accommodations needed for the course.

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.

Incomplete Grades

Students will not be given an incomplete grade in the course without sound reason and documented evidence as described in the Student Handbook. In any case, for a student to receive an incomplete, he or she must be passing the course and must have completed a significant portion of the course.

Course Changes

The instructor reserves the right to make any necessary changes to the course content, schedule, and policies. Changes will be announced in class and will also be posted online and communicated via email.

Religious Accommodations

The instructor will observe University Policy 409 (<https://legal.uncc.edu/policies/up-409>) on matters of religious accommodation. Please note that the procedure prescribed by this policy requires a notice to the instructor prior to the census date of the semester (typically the tenth day of instruction).