



MGT356 Quality Management (3 credit hours) Course Syllabus

Course Description

A study of Quality Management principles and philosophy including the ideas of Deming, Juran and Crosby, employee involvement, Kaizen, statistical process control, and Six Sigma.

Course Learning Outcomes

By the end of this course, you will be able to:

1. Examine the concept of Quality Assurance.
2. Identify the tools of Total Quality Management (TQM).
3. Examine the statistics of variability.
4. Identify Deming's 14 Points.
5. Define the Six-Sigma approach to Quality.
6. Write at an expected junior undergraduate level in terms of organization and structure, research, reading comprehension, documentation, articulation and APA compliance.

Prerequisites/Corequisites

MGT221

Required Textbook(s) and Resources

For this course you will need to obtain the following materials:

- Goetsch, D.L. & Davis, S.B. (2021). *Quality management for organizational excellence: Introduction to total quality* (9th ed). Prentice Hall. ISBN-13: 978013557732-5

Be sure to also review the weekly **Explore** sections for additional library or web resources.

For access to databases, research help, and writing tips, visit the [Tiffin University Library](#).

Time Commitment

Effective time management is possibly the single most critical element to your academic success. To do well in this online class you should plan your time wisely to maximize your learning through the completion of readings, discussions, and assignments. Because of our accelerated, seven-week term, TU online courses are designed with the expectation that you dedicate a little over **six (6)** hours per credit hour to course activities and preparation **each week**. For example, for successful completion of a three-credit, seven-week online course you should reserve roughly **twenty (20) hours per week**.

To help plan your time and keep on track toward successful course completion, note the distinctive rhythm of assignment due dates:

1. All times assume Eastern Time (GMT-4).
2. Weeks begin at 12:00 a.m. ET on Monday and end at 11:55 p.m. ET on Sunday.
3. Unless otherwise noted, initial assignments or discussion posts are due by **11:55 p.m. ET on Wednesdays**.
4. Additional assignments or follow-up discussion posts are due by **11:55 p.m. ET on Saturdays, and**
5. Major assignments and reflections are typically due by **11:55 p.m. ET on Sundays**.

Learning Activities

Throughout this course you will be engaging in a wide variety of activities. This class is designed to help you use real life scenarios and real life data to produce results utilizing total quality tools. You will review several case studies that will allow you to study what these companies decided to do and why they decided to do it. You will then wrap up this course with a comprehensive presentation that will allow you to improve, implement, transform and innovate a new quality management program. These activities align with course outcomes and offer significant opportunities for you to apply target skills, knowledge, and analysis to real-world, authentic problems.

For every activity and assignment in this course I want you to use multidimensional levels of learning. Effective learning requires an active learner. My hope is that you will find these experiences meaningful and will allow you to move beyond a transactional learning experience. For every activity and assignment, I want you to:

Analyze the information (What did _____ say? Why is this important?)

Synthesis the information (What do I think about _____?)

Apply the information (How can I apply this information now or in the future?)

Transformation of the information (How can this new information be used to make a difference? How can this help produce better targeted measurable change?)

Innovation (How can this information make a sustainable improvement to myself, my work, or my personal life. How can I set up and implement processes for continuous improvement?)

Grading

The chart below identifies the individual contributions from each type of activity, per week.

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Total
Discussions Activity 1.1 (25)	Discussions Activity 2.1 (25)	Discussions None	Discussions None	Discussions None	Discussions Activity 6.1 (25)	Discussions None	75
Assignments Activity 1.3 (25) Activity 1.4 (25)	Assignments Activity 2.2 (25) Activity 2.3 (25) Activity 2.4 (90)	Assignments Activity 3.1 (25) Activity 3.2 (25) Activity 3.3 (95)	Assignments Activity 4.1 (25) Activity 4.2 (95)	Assignments Activity 5.1 (25) Activity 5.2 (25) Activity 5.3 (95)	Assignments Activity 6.2 (200)	Assignments Activity 7.1 (25) Activity 7.2 (25)	850
Survey Activity 1.2 (25)			Quiz Activity 4.3 (25)			Quiz Activity 7.3 (25)	75
100	165	145	145	145	225	75	1000

Grading Scale

A: 90-100% | B: 80-89% | C: 70-79% | D: 60-69% | F: <60%

Course Schedule and Weekly Checklist

Topic	Learning Activities (Due by 11:55 P.M. ET on Day Designated)
Start Here	<ul style="list-style-type: none"> MON: Activity 1.1: Introduce Yourself (Initial Post)
Week 1: Total Quality Management	<ul style="list-style-type: none"> WED: Activity 1.1: Introduce Yourself (Secondary Posts) WED: Activity 1.2: Knowledge Check Survey SAT: Activity 1.3: Total Quality Management Assignment SUN Activity 1.4: Excel Activities
Week 2: Strategic Management	<ul style="list-style-type: none"> WED: Activity 2.1: Discussion Forum (Initial Post) WED: Activity 2.2: Quality Management Video SAT: Activity 2.1: Discussion Forum (Secondary Posts) SAT: Activity 2.3: Strategic Management Activity SUN: Activity 2.4: Case Study

Week 3: Quality Culture	<ul style="list-style-type: none"> ● WED: Activity 3.1: Quality Culture Video ● SAT: Activity 3.2: Employee Empowerment Assignment ● SUN: Activity 3.3: General Motors Case Study
Week 4: Leadership	<ul style="list-style-type: none"> ● WED: Activity 4.1: Working Genius Assessment (Initial Post) ● WED: Activity 4.1: Working Genius Assessment (Responses) ● SAT: Activity 4.2: Ford Case Study ● SUN: Activity 4.3: Midterm Exam
Week 5: Motivation	<ul style="list-style-type: none"> ● WED: Activity 5.1: Quality Lab Video ● SAT: Activity 5.2: Overcoming Negativity Assignment ● SUN: Activity 5.3: Case Study
Week 6: Implementation	<ul style="list-style-type: none"> ● WED: Activity 6.1: Discussion Forum (Initial Post) ● SAT: Activity 6.1: Discussion Forum (Secondary Posts) ● SUN: Activity 6.2: Final Assessment Presentation
Week 7: Total Quality	<ul style="list-style-type: none"> ● MON: Activity 7.1: Course Feedback Assignment ● THUR: Activity 7.1: Course Feedback Assignment ● THUR: Activity 7.2: Peer Review Assignment ● SUN: Activity 7.3: Exit Exam

Tips for Success

Online learning requires self-discipline and self-direction. As seekers of the truth, we should be willing to challenge one another's academic work in a spirit of respectful comradery. Your course is a place for you to grow as you benefit from the expertise, experience, and diverse perspectives of your instructor and peers. Constructive feedback will challenge you to stretch your own thinking, thereby expanding your knowledge and understanding.

To get the most out of your learning experience, you should actively engage (participate) in **ALL** course activities. Course elements are arranged chronologically. To complete a week, simply work your way "down the page" through all of the course materials and activities.

For More Information:

Be sure to review the [Support, Policies, and Procedures](#) addendum.