



Course Syllabus
SEMESTER
School of Business, Hospitality Management, and Public Safety

Course Name: Continuous Improvement and TQM

Course & Section Number: BUS151-XXX

Meeting Day(s) and Time(s):

Credits: 3 **Contact Hours:** Lecture: 3 Lab: 0

Instructor's Name:

Office Hours & Location:

On Campus:

Online:

Campus Phone:

Campus E-mail:

*Please use your Owens email to contact me.

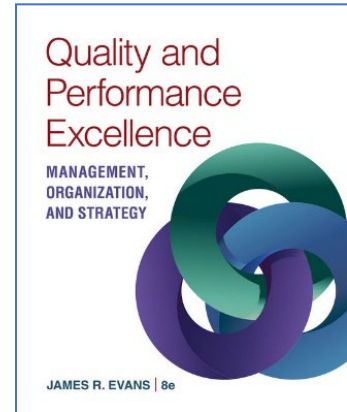
Catalog Description: The concepts of quality and process related to any market segment. The components of organizational excellence are reviewed in detail during this course. Areas of discussion include leadership, teamwork, strategic planning, data collection, design control, benchmarking, and process improvement.

Prerequisites: BUS150

Co-Requisites: None

Course Materials:

- This section of BUS151 requires the following textbook. This section does NOT require a Cengage Access Code.
Quality and Performance Excellence, 8th Edition,
Author: James R. Evans,
Publisher: Cengage Learning,
ISBN 9781305662223.
Digital version of the textbook is also available.
- Web-enabled computer will be required to complete this course. Appropriate hardware is available to students in campus computer labs.

**Course Objectives:**

1. To provide an in-depth appreciation for the managerial principles and practices of Total Quality Management – leadership, customer satisfaction, employee involvement, continuous process improvement, supplier partnership, and performance measures.
2. To provide a basis for understanding and utilizing the tools and techniques of Total Quality Management – benchmarking, information technology, quality management systems, environmental management systems, quality function deployment, quality by design, failure mode and effect analysis, products liability, total productive maintenance, management tools, statistical process control, experimental design, and Taguchi's quality engineering.
3. The course will provide examples of how Total Quality Management can assist organizations in achieving continuous process improvements.

Student Learning Outcomes:

1. The student will have gained a broad perspective of Quality Management concepts and understand how these concepts can be applied to the different operational departments in a manufacturing or service-based organization.
2. The student will understand why the organization culture must change and why the pursuit of perfection (Continuous Quality Improvement) must be institutionalized.
3. The student will recognize how the application of Quality Management principles can substantially improve the operating and financial performance of any business.
4. The student will understand why everyone in the organization must participate in Quality and how this is accomplished.
5. The student will get an overview of how suppliers and customers must participate in Quality.

6. The student will learn about the role of accounting in the Quality Management process and how metrics drive behavior and how cost of quality impacts business performance.
7. The student will get an overview of Six-Sigma and Lean, and how they are complimentary processes that are used to improve business performance.
8. The student will analyze information and create graphs (Pareto Charts, Histograms, and Control Charts) that are correctly titled and labeled, appropriately designed, and accurately emphasizes the most important data content.

Grading Procedure:

500 Total Possible Points during the semester distributed as follows:

Three (3) Tests – Each test will be worth 100 points. All tests must be completed online using Blackboard. The due date for each test is given in the Assignment Calendar provided within this syllabus.

One (1) Project - 90 points. The Project Written Report due date is given in the Assignment Calendar provided within this syllabus. All students will submit a written report to the instructor on one of the following topics:

- Evaluate a quality topic covered in class (any chapter title or major section within a chapter) and apply it to a functional area within an organization.
- Other topics approved by the instructor.

Eleven (11) Assignments – Each assignment will be worth 10 points. All assignments must be completed online using Blackboard. A due date for each assignment is given in the Assignment Calendar provided within this syllabus.

Final or official grade will be determined based on total points earned as follows:

<u>Points Earned During Semester</u>	<u>Final Grade</u>
450 to 500 (90% to 100% of Total Possible)	A
400 to 449.9 (80% to 89.9% of Total Possible)	B
350 to 399.9 (70% to 79.9% of Total Possible)	C
300 to 349.9 (60% to 69.9% of Total Possible)	D
0 to 299.9 (0% to 59.9% of Total Possible)	F

Students can view their official grade on their Ozone account after 4PM of the Tuesday following the last day of the term.

Specific Course Rules -- Due Dates and Late Submissions:

Student work is due by the end of the day (11:59pm Toledo time) on the due dates given. Work submitted late will be accepted but results in a penalty equal to 20% of the possible points plus an additional 5% for each day late (examples of grading penalties: less than 24 hours late is -20%, six days late is -50%, and 16 or

more days late is -100%). Student work submitted after December 5, 2024 will NOT be graded.

Specific Course Rules – Attendance:

Students are expected to participate each week of the semester as outlined in the *Class Calendar*. This course is a traditional online class, also known as Asynchronous class, and does not require attendance on campus.

Specific Course Rules -- Student Responsibilities:

1. Please notify me using email if you have an illness or situation which prevents you from submitting an assignment/test/project/exam on-time. Your email must be sent no later than 11:59pm on the due date. Using the information provided in the email, I will determine if you will be eligible to have an alternative due date. If you fail to notify me prior to 11:59pm on the due date, you forfeit the right to an alternative due date and therefore any assignment/test/project/exam will be considered late and any missing assignment/test/project/exam will count as a zero.
2. Students must complete required coursework online using BlackBoard (course website). All instructions to students will be distributed using BlackBoard. Please visit the course BlackBoard website regularly to find course documents and your grades. The Blackboard login page is located at <http://blackboard.owens.edu>. If you have problems accessing Blackboard, you can contact the Owens IT Help Desk at (567) 661-7120 or helpdesk@owens.edu
3. Your instructor will periodically use your Owens' E-mail account to contact you with important class information. Students should use their Owens' E-mail account when communicating with the instructor. I will usually respond to student email within 48 hours.
4. Practice proper college etiquette and business professionalism in any communication or interaction with your classmates and instructor.

Class Calendar:

- “Available” dates (when course content is first accessible in Blackboard) are given below for each assignment and final.
- “Due” dates are given below for each assignment and final. Work is due no later than 11:59pm (Toledo time) on the due date given.

Week	Topic
1 DATE	○ Review Syllabus & Textbook
2 DATE	Introduction to Total Quality & Performance Excellence ○ Reading Assignment: Chapter 1. ○ Assignment 1 (available DATE; due DATE)
3 DATE	Guides for Pursuing Performance Excellence Philosophies of Deming, Juran, and Crosby ○ Reading Assignment: Chapter 2. ○ Assignment 2 (available DATE; due DATE)
4 DATE	Process Management ○ Reading Assignment: Chapter 3. ○ Assignment 3 (available DATE; due DATE)
5 DATE	Process Improvement ○ Reading Assignment: Chapter 4. ○ Assignment 4 (available DATE; due DATE)
6 DATE	○ TEST 1 (available DATE; due DATE)
7 DATE	Organizational Strategies for Competitive Advantage ○ Reading Assignment: Chapter 5. ○ Assignment 5 (available DATE; due DATE)
8 DATE	Customer-Supplier Relationships ○ Reading Assignment: Chapter 6. ○ Assignment 6 (available DATE; due DATE)
9 DATE	Organizational Design ○ Reading Assignment: Chapter 7. ○ Assignment 7 (available DATE; due DATE)
10 DATE	○ TEST 2 (available DATE; due DATE)
11 DATE	Teamwork ○ Reading Assignment: Chapter 8. ○ Assignment 8 (available DATE; due DATE)
12 DATE	Employee Engagement, Empowerment, and Motivation ○ Reading Assignment: Chapter 9. ○ Assignment 9 (available DATE; due DATE)
13 DATE	Leadership ○ Reading Assignment: Chapter 10. ○ Assignment 10 (available DATE; due DATE) ○ PROJECT (available DATE; due DATE)
14 DATE	Sustaining Quality & Performance Excellence ○ Reading Assignment: Chapter 11. ○ Assignment 11 (available DATE; due DATE)
15 DATE	○ TEST 3 (available online DATE; due DATE)

General Information:

Health & Safety Information: Please note that while unlikely, there is a possibility courses might need to change the delivery method due to public health concerns. If this happens, the college will communicate any changes via email and/or other communication methods.

If you are not able to come to class because you are ill, please let your instructors know as soon as possible.

Currently, masks are allowed but not required on campus; however, this requirement may change depending on circumstances. If changes are made, you will be informed via email and/or other communication methods.

Classroom Admittance: OCC classes (e.g., traditional face-to-face, laboratory, hybrid, asynchronous online, synchronous online, etc.) shall only be attended by the officially registered OCC students, instructor of record, guest lecturer, or substitute. Visitors are not permitted in the classroom and should not be invited to attend or participate in the class. See [FERPA](#) for specifics.

Classroom Attendance for F2F, SWD, or WEB Classes:

Face-to-Face Classes: the students must attend this class in person only. Instructors will not allow a different form of instructional delivery.

SWD: for all **Synchronous Web Delivery** Classes, the student must attend this class during the days and times set in the schedule. Example: for a 9:00, M, W SWD class, the student must be online at 9:00 every Monday and Wednesday for this class.

- **Web cameras:** In a synchronous course, we have a unique opportunity to interact with each other in real time that is not available in a traditional online course. I will have my camera on and invite you to do the same to build a positive class experience for everyone. You may choose to turn your camera on to introduce yourself, ask questions, and/or respond to questions. An instructor may request you to use your camera and/or show your ID in certain situations, such as at the beginning of a class, when responding to questions or participating in a discussion, during exams, or for an oral presentation. If applicable, an instructor may assist students in blurring their backgrounds. Our online classroom is a safe environment, and I encourage you to fully participate.

WEB: for all traditional online classes, also known as **Asynchronous** classes, the student attends at any time and day for instruction.

HyFlex: the student has the option of meeting synchronously online or as part of the in-person group in the classroom at the same meeting time; the instructor will be 100% in person.

For any changes, students must talk with their instructors and advisors.

Student Code of Conduct: All students are expected to follow Owens Community College's [Student Code of Conduct](#), which includes academic honesty, encompassing plagiarism. See the [Board Policy](#) for more information. If you are unfamiliar with the code, it can be found at:
<https://www.owens.edu/conduct/wp-content/uploads/sites/247/2020/07/code.pdf>

Anti-Discrimination and Harassment & Title IX/Sexual Misconduct: All students, faculty, and staff are expected to follow Owens Community College's [Anti-Discrimination and Harassment Policy](#) and the College's [Title IX Policy](#)/Sexual Misconduct Procedures and Guidelines. The College strictly prohibits and will not tolerate harassment, discrimination, intimidation, or hostile/offensive working or learning environments.

Disability Resource Center: If you have a disability or acquire one, you may be entitled to receive individualized services and/or accommodations intended to assure you an equal opportunity to participate in and benefit from the program. To receive more information or to apply for services, please contact the Office of Disability Services in College Hall 124 at 567-661-7007 or email disability@owens.edu.

Religious Accommodations: A student seeking an accommodation for an absence permitted under Ohio's Testing Your Faith Act must provide the instructor with a **written email** notice with the specific dates for an absence, and must do so not later than fourteen (14) days after the first day of instruction. **Alternative accommodations are not retroactive, and no academic penalty will be imposed for an absence under the policy***. The request for an alternative accommodation will be kept confidential. Students with questions about a religious accommodation under Ohio's Testing your Faith Act may contact the College's Office of Academic Affairs: provost@owens.edu

*The policy may be found on the Owens website: [3358:11-2-63 Accommodation](#) for a Student Absence for the Observance of Religious Beliefs and Practices Policy

Document Collection: Throughout the semester, your instructors may ask for a variety of assignments, or they may give you tests and/or quizzes for student learning of general education or program assessment. Please save all your materials until the end of the semester.

Disclaimer: "The instructor reserves the right to amend this syllabus as deemed necessary and will communicate such amendment to the students in the course."