Course: TRM 464 Section 940 Managing for Quality
Professor: Kelyn Young M.S., CSSBB, Lecturing Professor
Technical Resource Management (TRM) Program
Email: Kryoung@siu.edu
Phone: (618) 971-7918
D2L Login Site: https://online.siu.edu
Office Hours: Monday-Friday 6:00 PM – 8:00 PM
Other hours by 24 hour Advanced Appointment Only (see posted hours)


Course Description: This course focuses on management techniques used to upgrade the level of quality of products and services in organizations. Topics cover the processes of continuous quality improvement: strategies and objectives, quality measures, participative management practices, worker empowerment, customer preferences and expectations, vendor/supplier inputs, process technology outputs, integrated feedback loops, and quality audits and review.

Prerequisites: TRM 364 and TRM 383, or consent of School.

Calculator and Software Access: TI-30X (at a minimum); A calculator will be needed to successfully complete course requirements. You will need access to MS Excel 2010/2013; for students on campus, the Computer Learning Center II in ASA 112 is available.

Course Objectives: The student will:
1. Understand quality concepts, which include:
   a. Differing Perspectives on Quality
   b. Quality Theory
   c. Global Supply Chain Quality and International Quality Standards
2. Understand the Processes associated with the Designing and Assuring of Quality, which includes:
   a. Strategic Quality Management
   b. The Voice of the Customer
   c. The Voice of the Market
   d. Quality and Innovation in Product and Process Designs
   e. Designing Quality Services
   f. Managing Supplier Quality in the Supply Chain
3. Apply quality implementation processes through:
   a. The Tools of Quality
   b. Managing Quality Improvement Teams and Projects
   c. Statistically Based Quality Improvements for Variables
   d. Statistically Based Quality Improvements for Attributes
   e. The Six-Sigma Management and Tool process
4. Evaluate and implement forever improving processes for improving the quality system through:
   a. Managing Learning for Quality Improvement
   b. Implementing and Validating the Quality System
5. Produce a Professional Quality Management Policies and Procedures Manual based on the models, theories and concepts provided in this course.
Participation Policy
Participation in the classes **is mandatory**. Lack of activity from the class online activities without prior permission from the instructor will result in a 10% deduction of the student’s total grade points received to date for each infraction. If an absence is unavoidable due to health or an emergency related problem, the student is responsible for contacting the instructor at their earliest convenience to ensure arrangements can be made to submit class assignments.

General Grading Criteria
All assignments must be neat and professional. As a technical manager or supervisor, professional, clear, and concise written documents are paramount in effective communications. Spelling, grammar, ability to analyze situations, and **following directions** will be stressed and graded accordingly.

*Course Assignments*: All assignments have deadlines for submission. **Late assignments will NOT be accepted. It is the instructor’s prerogative to evaluate class performance which may dictate adjustments to readings, assignment due dates, and quiz dates.**

*Discussion Posts @10pts./week*: Meaningful participation in weekly D2L discussion posts are a part of your final grade. This course will be delivered in a discussion group format in which your views, comments, and experience are valued. A non-response will be taken as an absentee in the class and will result in **the loss of the points from the discussion post AND a 10% grade reduction per infraction for points to date.** Please plan accordingly for this. The grading rubric for the course will be broken down as follows:

- 6 pts. for the original submission.
- 0-4 pts. - For original thought and answering all questions from the discussion topic by giving thorough evidence.
- 0-2 pts. - Advancing the post by presenting a meaningful question for the group to contribute.
- 3 pts. For contributing meaningful information to 3 other student’s submission.
- 1 pt. For reading all posts in the discussion board.

Exams
There will be a **Midterm Exam** covering chapter content for chapters 1 through 7. The **Final Exam** will not be comprehensive and only cover chapters 8 through 15 of the course per the course outline provided below. Each of these exams will cover in-class discussions, supplemental presented materials, and course text readings. Exam review times will be provided at the instructors’ discretion.

Class Deliverables / Products and Grading Scale
*Deliverables* are weekly course assignments to be completed by each student/team. These deliverables include but are not limited to: selected end of chapter Questions, assignments, and instructor assigned materials. Collaborative work between students on homework assignments is allowed, but **each student is responsible for submitting their own assignments**, when individual assignments are required. See the definition on Academic Dishonesty for further guidance on this subject, below.
Grading Scale and Point Values

<table>
<thead>
<tr>
<th>Grading Scale</th>
<th>Deliverables / Products</th>
<th>Point Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>A = 864 – 960</td>
<td>Participation (16 Weekly D2L discussion postings @ 10 pts ea.)</td>
<td>160</td>
</tr>
<tr>
<td>B = 768 – 863</td>
<td>Individual/Team Assignments</td>
<td>300</td>
</tr>
<tr>
<td>C = 672 – 767</td>
<td>Midterm Exam</td>
<td>150</td>
</tr>
<tr>
<td>D = 576 – 671</td>
<td>Final Exam</td>
<td>150</td>
</tr>
<tr>
<td>F = ≤ 575</td>
<td>Final Project</td>
<td>200</td>
</tr>
</tbody>
</table>

960 Total Points

Deliverable / Product Submission Requirements
Course submissions of deliverables and product(s) will be submitted in MS Word 2007 - 2013 format. Other word processing formats (Mac MS Word/Excel or MS Office) may distort and/or provide unreadable content and will not be accepted. Assignment submissions will be uploaded to D2L by the required due date. All assignment submissions will have your name (team names) on the assignment AND in the file extension. Failure to do so will result in 0 points for the assignment. Specific document submission layouts and formats will be provided for each deliverable/product.

Team Quality Policies and Procedures Manual Projects
The purpose of the team project (three to four individuals per team) is to use a structured approach to quality management processes in a team setting. As a class, we will select projects, teams, and project team leaders. Each team will hand in the final project in an electronic media format at the end of the semester to facilitate communications about the project. At the discretion of the instructor, each team member will fill out a confidential assessment of the project (provided by the instructor) on the last day of class to provide feedback on each team member’s performance (this can affect a team members final grade). Grades will vary based on individual performance.

A complete breakdown of class readings, assignments, and due dates are provided in the following table (Class performance may dictate adjustments to readings, assignment due dates, and quiz dates):

| TRM 464 Course Text Chapters, Supplemental Reading Assignments, and Deliverables |
|-----------------------------------------------|-----------------------------------------------|
| Week of (Sunday)                              | Class Content/Discussion                       | Readings (before each week)                  | Deliverables                                              |
|                                               |                                               | Chapter 1                                   | Quality Management Projects                               |
|                                               |                                               |                                               | Discussion (Project Team Assignments)                     |
| 1/18                                          | Course requirements/overview; Differing Views  |                                               | Project Team Assignments;                                |
|                                               | on Quality                                    |                                               | Chapter 1 Assignments TBA - INDIVIDUAL                   |
|                                               |                                               |                                               |                                                            |
| 1/25                                          | Quality Theory and Chapter 13 (Six Sigma -    | Chapters 2 & 13                              |                                                            |
|                                               | Partial)                                      |                                               |                                                            |

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<table>
<thead>
<tr>
<th>Week of</th>
<th>Class Content/Discussion</th>
<th>Readings (before each class)</th>
<th>Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/1</td>
<td>Quality Theory</td>
<td>Chapter 3</td>
<td>Chapter 2 Assignments - <strong>TEAM</strong>; Project Topics Due by 2/7</td>
</tr>
<tr>
<td>2/8</td>
<td>Global Supply Chain Quality and International Quality Standards</td>
<td>Chapter 4</td>
<td>Chapter 3 Assignments - <strong>TEAM</strong></td>
</tr>
<tr>
<td>2/15</td>
<td>Strategic Quality Planning</td>
<td>Chapter 5</td>
<td>Chapter 4 Assignments - <strong>TEAM</strong>; Team Project Check</td>
</tr>
<tr>
<td>2/22</td>
<td>The Voice of the Customer</td>
<td>Chapter 6</td>
<td>Chapter 5 Assignments - <strong>TEAM</strong></td>
</tr>
<tr>
<td>3/8</td>
<td>Mid-Term Exam</td>
<td>Chapters 1 through 7</td>
<td>Mid-Term Exam <strong>TEAM</strong>; Spring Break 3/7 - 3/15</td>
</tr>
<tr>
<td>3/15</td>
<td>Designing Quality Services</td>
<td>Chapter 8</td>
<td>Chapter 8 Assignments - <strong>TEAM</strong></td>
</tr>
<tr>
<td>3/22</td>
<td>Managing Supplier Quality in the Supply Chain</td>
<td>Chapter 9</td>
<td>Chapter 9 Assignments - <strong>TEAM</strong></td>
</tr>
<tr>
<td>4/5</td>
<td>The Tools of Quality</td>
<td>Chapter 10</td>
<td>Chapter 10 Assignments - <strong>TEAM</strong></td>
</tr>
<tr>
<td>4/12</td>
<td>Statistically Based Quality Improvement for Variables</td>
<td>Chapter 11</td>
<td>Chapter 11 Assignments - <strong>TEAM</strong></td>
</tr>
<tr>
<td>4/19</td>
<td>Statistically Based Quality Improvement for Attributes</td>
<td>Chapter 12</td>
<td>Chapter 12 Assignments - <strong>TEAM</strong></td>
</tr>
<tr>
<td>4/26</td>
<td>Six Sigma and Lean Tools</td>
<td>Chapter 13</td>
<td>Chapter 13 Assignments - <strong>TEAM</strong>; Team Final Project Check</td>
</tr>
<tr>
<td>5/3</td>
<td>Managing Quality Improvement Teams and Implementing and Validating the Quality System</td>
<td>Chapters 14 and 15</td>
<td>Chapters 14 and 15 Assignments - <strong>TEAM</strong></td>
</tr>
</tbody>
</table>
SiU Policy on “Incomplete (INC)” as a Course Grade:

The following text is taken from the 2011-2012 Undergraduate Catalog, p. 32:

An INC is assigned when, for reasons beyond their control, students engaged in passing work are unable to complete all class assignments. An INC must be changed to a completed grade within a time period designated by the instructor but not to exceed one year from the close of the term in which the course was taken, or graduation, whichever occurs first. Should the student fail to complete the course within the time period designated, not to exceed one year, or graduation, whichever comes first, the incomplete will be converted to a grade of F and the grade will be computed in the student's grade point average. Students should not reregister for courses in which an INC has been assigned with the intent of changing the INC grade. Re-registration will not prevent the INC from being changed to an F.

ISAT Policy on Academic Dishonesty (Approved 3/30/01)

The Student Conduct Code of SIU clearly spells out the University policy on Academic Dishonesty. Courses involving the use of the computer require extra consideration, because computer work is easily copied. This departmental policy is intended to provide additional guidelines for such cases. A copy of this policy will be included in the departmental student handbook. Each faculty member will have a copy for his or her own use and for distribution to students.

Definition of Academic Dishonesty

We define academic dishonesty to mean turning in material created by someone else and representing it as your own work or permitting others to represent your work as their own. The following guidelines may be used to help in determining whether or not academic dishonesty has occurred:

1. The student turns in work (i.e., computer work) that is identical to or extremely similar to work turned in by another student or students, unless identical work is the expected norm.
2. When confronted, the student cannot explain the details of his or her work and the methods used to arrive at the solution.

Some Examples:

- When a student turns in work created by someone else and represents it as his or her own work.
- When a student permits someone else to turn in his or her work and represent it as his or her own work.
- When a student copies work from another student.
- When a student copies answers from another student on a quiz, exam, or test.
- When a student uses notes or materials of any kind during a quiz, exam, or test (unless it is announced by the instructor as “open notes” or “open book”).
- When a student deliberately changes parts of computer work in an attempt to disguise the origin.
- When two or more students collaborate on a project that is supposed to be completed individually.

Academic Dishonesty has not occurred:

- When students have the instructor’s permission to collaborate on a project.
- When students receive appropriate help from instructors, graduate assistants, or other staff members involved with the course.
- When students help each other with syntax errors or other application-specific information that makes computer work easier.
- When students participate in a general discussion about the assignment, such as discussing the requirements for the assignment or general strategies for completion of the assignment.

Penalties for Academic Dishonesty

**First offense:** from a zero on the specific lab/assignment/project/exam to course grade of F.
**Second offense:** from course grade of F to suspension from the school.
**Third offense:** permanent suspension from the school.

Records of academic dishonesty will be maintained in the student’s file in the school advisor’s office, as well as in a master academic dishonesty file in the director’s office. When an incidence of academic dishonesty occurs, the faculty member will meet with the director to discuss the situation and determine the appropriate penalty.

SIUC Emergency Procedures

*Emergency Procedures.* Southern Illinois University Carbondale is committed to providing a safe and healthy environment for study and work. Because some health and safety circumstances are beyond our control, we ask that you become familiar with the SIUC Emergency Response Plan and Building Emergency Response Team (BERT) program. Emergency response information is available on posters in buildings on campus, available on BERT’s website at [www.bert.siu.edu](http://www.bert.siu.edu), Department of Safety’s website [www.dps.siu.edu](http://www.dps.siu.edu) (disaster drop down) and in Emergency Response Guideline pamphlet. Know how to respond to each type of emergency.

Instructors will provide guidance and direction to students in the classroom in the event of an emergency affecting your location. It is important that you follow these instructions and stay with your instructor during an evacuation or sheltering emergency. The Building Emergency Response Team will provide assistance to your instructor in evacuating the building or sheltering within the facility.

Inclusive Excellence:

SIU contains people from all walks of life, from many different cultures and sub-cultures, and representing all strata of society, nationalities, ethnicities, lifestyles, and affiliations. Learning from and working with people who differ from you is an important part of your education in any class, as well an essential preparation for any career.
ACKNOWLEDGEMENT OF READING AND AGREEING TO THE TRM 464-001 SPRING 2015 SYLLABUS

I ______________________________ have read and agree to follow and adhere to the requirements of the TRM 464 Section 940 course as outlined in the provided syllabus.

Signed: ______________________________
Date: ______________________________

Sign and return this form (Scan) to your professor by the 2nd week of class.
Syllabus Attachment

Spring 2015

IMPORTANT DATES *

Semester Class Begins

Last day to add a class (without instructor permission): 01/20/2015
Last day to withdraw completely and receive a 100% refund: 01/25/2015
Last day to drop a course using SalukiNet: 02/01/2015
Last day to file diploma application (for name to appear in Commencement program): 04/05/2015
Final examinations: 03/13/2015–5/15/2015

Note: For outreach, internet, and short course drop/add dates, visit Registrar’s Academic webpage http://registrar.siu.edu/

SPRING SEMESTER HOLIDAYS

Martin Luther King, Jr.’s Birthday 01/19/2015
Spring Vacation 03/07—03/13/2015

WITHDRAWAL POLICY ~ Undergraduate only

Students who officially register for a session may not withdraw merely by the stopping of attendance. An official withdrawal form needs to be initiated by the student and processed by the University. For the proper procedures to follow when dropping courses and when withdrawing from the University, please visit http://registrar.siu.edu/pdf/ugradcatalog1314.pdf

INCOMPLETE POLICY ~ Undergraduate only

An INC is assigned when, for reasons beyond their control, students engaged in passing work are unable to complete all class assignments. An INC must be changed to a completed grade within one semester following the term in which the course was taken, or graduation, whichever occurs first. Should the student fail to complete the course within the time period designated, that is, by no later than the end of the semester following the term in which the course was taken, or graduation, whichever occurs first, the incomplete will be converted to a grade of F and the grade will be computed in the student’s grade point average. For more information please visit: http://registrar.siu.edu/grades/incomplete.html

REPEAT POLICY

An undergraduate student may, for the purpose of raising a grade, enroll in a course for credit no more than two times (two total enrollments) unless otherwise noted in the course description. For students receiving a letter grade of A, B, C, D, or F, the course repetition must occur at Southern Illinois University Carbondale. Only the most recent (last) grade will be calculated in the overall GPA and count toward hours earned. See full policy at http://registrar.siu.edu/pdf/ugradcatalog1314.pdf

GRADUATE POLICIES

Graduate policies often vary from Undergraduate policies. To view the applicable policies for graduate students, please visit http://gradschool.siu.edu/about-us/grad-catalog/index.html

DISABILITY POLICY

Disability Support Services provides the required academic and programmatic support services to students with permanent and temporary disabilities. DSS provides centralized coordination and referral services. To utilize DSS services, students must come to the DSS to open cases. The process involves interviews, reviews of student-supplied documentation, and completion of Disability Accommodation Agreements. http://dsservices.siu.edu/

PLAGIARISM CODE

http://www.lib.siu.edu/about

MORRIS LIBRARY HOURS

http://morrislibrary.siu.edu

SAFETY AWARENESS FACTS AND EDUCATION

Title IX makes it clear that violence and harassment based on sex and gender is a Civil Rights offense subject to the same kinds of accountability and the same kinds of support applied to offenses against other protected categories such as race, national origin, etc. If you or someone you know has been harassed or assaulted, you can find the appropriate resources here: http://safe.siu.edu

SALUKI CARES

The purpose of Saluki Cares is to develop, facilitate and coordinate a university-wide program of care and support for students in any type of distress—physical, emotional, financial, or personal. By working closely with faculty, staff, students and their families, SIU will continue to display a culture of care and demonstrate to our students and their families that they are an important part of the community. For Information on Saluki Cares: (618) 453–5714, or siucares@siu.edu, http://salukicares.siu.edu/index.html

EMERGENCY PROCEDURES

Southern Illinois University Carbondale is committed to providing a safe and healthy environment for study and work. We ask that you become familiar with the SIU Emergency Response Plan and Building Emergency Response Team (BERT) pr ogr ans. Please r ef er ence the Building Emergency Response Protocols for Syllabus attachments on the following pages. It is important that you follow these instructions and stay with your instructor during an evacuation or sheltering emergency.

INCLUSIVE EXCELLENCE

SIU contains people from all walks of life, from many different cultures and subcultures, and representing all strata of society, nationalities, ethnicities, lifestyles, and affiliations. Learning from and working with people who differ is an important part of education as well and an essential preparation for any career. For more information please visit: http://www.inclusiveexcellence.siu.edu/

LEARNING AND SUPPORT SERVICES

Help is within reach. Learning support services offers free tutoring on campus and math labs. To find more information please visit the Center for Learning and Support Services website: Tutoring: http://tutoring.siu.edu/ Math Labs: http://tutoring.siu.edu/math_tutoring/index.html

WRITING CENTER

The Writing Center offers free tutoring services to all SIU students and faculty. To find a Center or Schedule an appointment please visit http://write.siu.edu/

AFFIRMATIVE ACTION & EQUAL OPPORTUNITY

Our office’s main focus is to ensure that the university complies with federal and state equity policies and handles reporting and investigating of discrimination cases. For more information visit: http://diversity.siu.edu/

Additional Resources Available:

SALUKINET: https://salukinet.siu.edu/cp/home/displaylogin

ADVISEMENT: http://advisement.siu.edu/

SIU ONLINE: http://online.siu.edu/