

**NORTHEAST COMMUNITY COLLEGE
COURSE SYLLABUS**

**INDT 1170
INTRODUCTION TO TOTAL QUALITY MANAGEMENT**

FALL 2016

NORTHEAST COMMUNITY COLLEGE

INTRODUCTION TO TOTAL QUALITY MANAGEMENT

COURSE SYLLABUS

I. CATALOG DESCRIPTION:

COURSE NUMBER: INDT 1170

COURSE TITLE: Introduction to Total Quality Management

PRE-REQUISITES: None

CO-REQUISITES: None

DESCRIPTION: This course introduces students to the concepts, tools, and techniques used in Total Quality Management, quality cultures, effective team structures, measurement of quality, productivity, and competitiveness in an industrial environment. The course not only introduces students to the concepts of quality assurance and quality control, but also connects leadership, supplier-customer relationships, employee engagement, data collection and analysis, productivity, statistical process control, and other topics to quality and customer satisfaction. Students gain practical experience in decision-making and basic troubleshooting techniques in relation to quality.

CREDIT/CONTACT HOUR DESIGNATION:

Credits: 2 Lecture: 30 Lab: 0 Clinical: 0 Coop: 0

TERM: Fall 2016

II. COURSE OBJECTIVES:

Course will:

1. Enable students to understand the importance of quality in modern business scenarios to individuals, organizations, customers, suppliers, and society.
2. Identify and describe the key components and challenges of total quality management (TQM) and understand how organizations approach TQM deployment.
3. Acknowledge the role of attitudes, beliefs, behaviors, and ethics on quality.
4. Differentiate between internal and external customers and discern perceptions of quality and the effect on customer relations.
5. Differentiate between quality assurance and quality control.
6. Distinguish different quality improvement strategies such as TQM , ISO implementation of Lean Principles.
7. Familiarize students with effectiveness and efficiency principles as related to quality, productivity, and supply chain management.
8. Demonstrate value of understanding effective communication and behavioral styles.
9. Demonstrate problem solving with the use of quality tools.

III. STUDENT LEARNING OUTCOMES:

The student will be able to:

1. Define quality and discuss obstacles of quality management.
2. Recognize the Principles of Total Quality Management.
3. Recognize the role of attitudes, beliefs, behaviors, and ethics in what we know and what we do.
4. Differentiate between internal and external customers and the impact of perceptions on the organization.
5. Utilize communication effectively with customers and co-workers to foster positive relationships.
6. Use the six-step problem-solving model to address difficult customer situations.
7. Comprehend the impact of engagement and motivation on quality.
8. Define quality assurance and quality control and describe the consequences of poor quality management.
9. Explain error tolerances and rationalize the impact of over-control and under-control and standard operating procedures.
10. Discuss key elements of quality improvement strategies using PDCA and Lean tools.
11. Interpret and understand inspection requirements, certificates of compliance, and other means of quality verification.
12. Understand the purpose and fundamentals of the auditing process and comprehend traceability and chain of custody advantages and disadvantages.
13. Recognize the impact of documentation, reporting, inspecting, and auditing in product liability and costs to the individual and company.
14. Develop and use common charting methods for problem solving and data collection.

IV. CONTENT/TOPICAL OUTLINE:

A. SYLLABUS AND COURSE INFORMATION

1. Examine the Course Syllabus
2. Review Course Requirements
3. Succeeding in Class

B. INTRODUCTION TO QUALITY

1. Importance of Quality in modern business
2. Quality Evolution & W. Edwards Deming
3. PDCA Cycle
4. Component of TQM
5. Obstacles to Quality

C. QUALITY LEADERSHIP

1. Attitudes, Beliefs, Behaviors, and Ethics
2. Leadership and Quality
3. Mission, Vision, Values, & Goals
4. Personal Identity as a Leader

D. CUSTOMER SATISFACTION

1. Internal vs. External Customers
2. Perceptions and Customer Relations
3. Customer Service
4. Constructive and Destructive Criticisms
5. Customer Communications

E. EMPLOYEE INVOLVEMENT

1. Stakeholder Involvement and Empowerment
2. Employee Engagement, Non-engagement, Disengagement
3. Motivation vs. Demotivation
4. Relationship to Quality

F. BEHAVIOR & COMMUNICATIONS IN TEAMS

1. Recognizing Behavioral Styles for Effective Interaction
2. Implementing Effective Communication

G. QUALITY CONTROL MANAGEMENT

1. QA/QC
2. Consequences of Poor Quality Management
3. Tolerances
4. Over-control and Under Control
5. Standard Operating Procedures

H. SUPPLIER PARTNERSHIPS

1. Quality Supply Chains
2. Just-In-Time
3. Materials Planning and Inventory: Quality, Cost, Timeliness

I. QUALITY & PERFORMANCE MEASUREMENT

1. Effectiveness vs. Efficiency
2. Precision, Accuracy, and Uncertainty
3. Documentation Accuracy and Completeness

J. QUALITY TOOLS AND TECHNIQUES

1. Problem Solving Techniques
2. Root Cause Analysis
3. Quality Tools and Charts
4. Decision Matrix
5. Benchmarking

K. QUALITY MANAGEMENT SYSTEMS

1. ISO 9001
2. 8 Principles of ISO
3. ISO Requirements (overview)
4. Fundamentals of Auditing

L. QUALITY BY DESIGN

1. Six Sigma (Introduction)
2. Lean Manufacturing (Introduction)
3. Productivity – 7 Deadly Wastes

M. CHARTING FOR QUALITY

1. Problem Solving Charts
2. Variability
3. Control Limits
4. Control Charts

Note: The course schedule and topic order is subject to change at any time without advance notice.

V. INSTRUCTIONAL MATERIALS:

A. Required Text:

1. Quality Management for Organizational Excellence: Introduction to Total Quality, 8th Ed
Author: Goetsch & Davis
ISBN: 978-0-13-379185-3
Publisher: Prentice Hall

B. Required Materials:

1. Paper – Non-Spiral Edges
2. Pencils and Pen
3. Scientific Calculator
4. 6MB USB Flash drive

VI. METHOD OF PRESENTATION:

A. Methods of presentation typically include a combination of the following:

1. Presentation Methods
 - a. Lecture
 - b. Demonstration
 - c. Exhibit
 - d. Indirect Discourse
 - e. Assigned Reading
 - f. Interview
2. Student Verbal Interaction
 - a. Questioning
 - b. Programmed Questioning
 - c. Student Query
 - d. Seminar
 - e. Discussions
3. Knowledge Applications

- a. Performance through student interaction, gaming, equipment interaction, and electronic simulation.
- b. Case Study
- c. Projects

VII. METHOD OF EVALUATION:

A. Methods of evaluation typically include a combination of the following:

- 1. Hands-on Practicum = 20%
 - a. Computer Simulation and Exercises
 - b. Laboratory or Field Exercises
 - c. Problem Solving
 - d. Reflective Learning Statements
- 2. Written/Oral = 40%
 - a. Exams and Quizzes
 - b. Assignments / Presentations
 - c. Field Reports/Forms/Case Studies
 - d. Article Review
 - e. Portfolios and Projects
- 3. Attendance & Participation = 20%
 - a. Group Projects
 - b. Contribution and Collaboration
 - c. Attendance
 - d. Professionalism
- 4. Final Exam = 20%

B. Grading Scale:

A+	100.0% - 98%	(4.0)
A	97.9% - 94.0%	(3.75)
B+	93.9% - 90.0%	(3.5)
B	89.9% - 86.0%	(3.0)
C+	85.9% - 81.5%	(2.5)
C	81.4% - 77.0%	(2.0)
D+	76.9% - 72.5%	(1.5)
D	72.4% - 68.0%	(1.0)
F	below 68.0%	(0.0)

VIII. COURSE REQUIREMENTS:

A. Attendance, Participation, Conduct and Safety Policy

- 1. Attendance: In addition to teaching the basic skills required for entry into the job market, it is the responsibility of the instructional staff to instill students with the proper attitude towards reliability and punctuality. To accomplish this objective, the following policy is used:

- a. If a class meets twice a week then each student is allowed two absences, if a class meets once a week then each student is allowed one absence. Every absence after may result in **six points** being deducted from their final grade.
- b. **Being tardy is counted as an absence**. However, if the student uses a Class Pass (2 issued) and calls in prior to class, the tardy is waived. After that the tardy then counts as an absence.
- c. Absence means the individual is not present to participate in class discussion, group work or any other interaction that might develop. Tardy means coming into the classroom after the official start of class or not returning from breaks. (One minute late to class is considered tardy!)
- d. The student should contact the instructor to let him know of any absence as a matter of courtesy.
- e. It is the **responsibility** of the **student** to resolve any action that results from his/her absence. This includes missed assignments and/or tests. If a test is missed the student will have 1 week to make up test. Note: Maximum score attainable for test will be 91% unless the absence has been scheduled prior to the day of the test.
- f. **No homework will be accepted after due date and score will be a zero with the exception** of a student making arrangements due to an expected absence or calling in prior to the start of class. The homework will be turned in the day the student returns from the absence or will receive a zero for the homework.
- g. If a student is absent 4 days on classes that meet once a week or 8 days on classes that meet twice a week, the student will fail the course. (This is the equivalent of 25% of the course.)
- h. If a discrepancy is found in grading a student must bring it to the instructor's attention within 2 weeks of entry. If discrepancy is over 2 weeks old and the discrepancy impacts the student's grade negatively the error will stand, as it is the student's responsibility to check Jupiter Grades for errors regarding course work.
- i. The lab will be cleaned at the end of each lab period. As the lab is used by a number of different classes, the lab must be left in a neat, clean and organized state.

2. General Lab Safety

- a. The student **will follow the instructor's guidance** for safe operation of equipment. These include procedures of lockout/tag out, ladder safety, housekeeping, and machine operation. Students will not wear open toe shoes or short pants to lab. He or she will not be allowed in

lab until properly attired and having proper PPE. If a student fails to comply with the instructor's request, the student will be dismissed from the class period and counted absent.

- b. If a student fails to comply with a safety request a second time, the student will be expelled from the class. **ANY** Instructor can make a safety request of a student, which must be followed.
- c. A student will be dismissed from class for the day if they are suspected of being under the influence of alcohol or drugs unless a predetermined medical condition has been identified and conveyed to the instructor. The student will be counted absent.
- d. If a student fails to comply with safe operations while in lab or is observed to be operating equipment or processes in a manner that is unsafe to themselves or others, the instructor may suspend the student from lab until permanent action is determined.

3. Participation and Conduct

- a. Any student responsible for a class disruption will be dismissed from class. The student will be counted absent.
- b. Students are required to have tools for lab classes. No chairs will be brought into the lab area except as approved by instructor. No food or drink products will be brought into the classroom or lab areas. Failure to abide with this policy will result in the student being dismissed from class and counted absent.
- c. A student that fails to take the final test at the scheduled time will receive a zero score unless prior arrangements are made with the instructor.
- d. No projects from home will be worked on until being discussed with the instructor.
- e. No cell phones will be used during class time unless student notifies instructor of possible calls for a specific situation. (Ex. job interview, family emergency). Cell phones may not substitute for a calculator.
- f. Acts of dishonesty relating to academics will not be tolerated. Refer to Student Code of Conduct.
- g. Students that are sleeping during class time will be asked to leave class and be marked absent. Making a contribution to the class is part of your responsibilities. If you are asleep you cannot make a contribution to class activities.

- h. Impropriety will result in the student losing posting privileges (thus making it impossible to complete certain tasks). Review the most current edition of the [NECC Student Handbook & Planner](#); pay special attention to the Student Code of Conduct.
- i. Plagiarism is defined as the use of ideas, data, or language of another without providing specific acknowledgement of the work of the author. By presenting someone's words, thoughts, ideas, or data as your own, you are committing plagiarism. No matter where you obtain your information (i.e. Internet, book, journal, etc.), you must cite the original author every time. Students caught plagiarizing may face either academic or disciplinary negative consequences. Instructors who determine that a paper includes plagiarized material can take academic measures, such as giving a failing grade for the paper or taking additional measures as outlined in the student handbook.

To avoid plagiarism cite the author each time you (Writing and Humanistic Studies (n.d.):

- i. Use an author's exact written or spoken words. In this case, you must also identify those words by enclosing them with quotation marks or indenting the quote on both margins if it contains greater than 40 words.
- ii. Paraphrase someone's written or spoken words.
- iii. Use facts provided by someone else that are not considered common knowledge.
- iv. Make significant use of someone's ideas or theories.

Reference: MIT. (n.d.). Avoiding Plagiarism. *Writing and Humanistic Studies, MIT*. Retrieved from <http://writing.mit.edu/wcc/avoidingplagiarism>.

IX. SUPPORT SERVICES:

A. Disabilities:

Students with a documented disability may be eligible for certain accommodations that support their success in the classroom. Please contact Mary Balaski, Disability Services Coordinator, for further information. Her office is located in CWC- 1263; also, she may be reached at 402-844-7343 or mary@northeast.edu.

B. Service Center:

Students may get assistance with computer-related problems through the College's Service Center; help@northeast.edu. It is strongly advised that a student participate in on-line training via a formal course or the [on-line tutorials](#) available through Northeast Community College's homepage.

Email: help@northeast.edu

Phone number: 402-844-HELP (4357)

In person: The Service Center is located in the Library on the Norfolk campus

Service Center Hours of Operation:

Sunday 1:00 p.m. - 9:00 p.m.

Monday - Thursday 7:00 a.m. to 10:00 p.m.

Friday 7:00 a.m. to 5:00 p.m.

If you have technical questions regarding the My Classes Online environment you need to contact the Service Center. Questions regarding the course content need to be directed to the instructor via My Classes Online Course Mail (email).

C. Advising & Academic Support Center (CWC 1284)

This is a one stop shop for all students. Advisors are available to assist with schedules, career planning, transfer questions, change of majors, academic recovery and other issues impacting academic success. Located in CWC 1284, students will find a study space, lounge area and computers. Direct contact information is as follows:

1. Tutoring – CWC 1284
2. Writer's Clinic – CWC 1284
3. 402-844-7125

D. Library Service:

The Northeast Community College Library Resource Center provides students with tools to conduct scholarly research and increase knowledge. Through the library's subscription databases, students have access to millions of current and credible resources not available through Google, Yahoo, and other search engines. Links to online databases and the library's online catalog can be found at <http://www.northeast.edu/Library-Resources/>. Students who would like assistance in utilizing the library's resources are encouraged to contact the library for further information and personal service at 402-844-7131 or email marylouise@northeast.edu.

E. Title IX:

While I want you to feel comfortable coming to me with issues you may be struggling with or concerns you may be having, please be aware that I have reporting responsibilities that are part of my job requirements at Northeast Community College.

For example, if you inform me of an issue of sexual harassment, sexual assault, intimate partner violence, stalking and/or discrimination I will keep the information as private as I can, but I am required to bring it to the attention of Northeast's Title IX Coordinator. If you need help, you can also report an incident directly to the Title IX Coordinator, Craig Garrett, Associate Vice President of Human Resources, at 402-844-7046 or you could contact the Deputy Title IX Coordinator, Vice President of Student Services, at 402-844-7273. You can also report incidents or complaints to the Dean of Student Life by calling 402-844-7722.

I do not consider disclosures made in class writing assignments or discussions to require me to report, but I will contact the Title IX Coordinator about such disclosures if you make it clear that you want me to do so. Additionally, Northeast

offers many resources and support through the Title IX Coordinator if you are struggling academically as a result of some form of sexual misconduct or discrimination. Title IX also provides you with significant protections if you experience complications with a pregnancy or childbirth. Please contact me as soon as you are able to discuss a plan for successful completion of this course. A secondary contact would be the Disability Services Coordinator at 402-844-7343.

Another common example is if you are struggling with an issue that may be traumatic or unusually stress producing, I will likely inform the Northeast Counseling Services office. If you would like to reach out directly to the Counseling Office, the contact number is 402-844-7277.

Finally, know that if, for some reason, our interaction involves a disruptive behavior or potential violation of policy, I will inform the Director of Student Conduct even when you and I may have reached a resolution to the incident. The purpose of this is to keep the Director apprised of any concerning behaviors and what was done to resolve them.

F. Applied Technology Division Safety Statement

Through the course of the semester you will be working with and around equipment that can be dangerous. The inherent dangers include both kinetic and potential energy; examples include, but are not limited to, high voltages, rotating equipment, high pressure hydraulics, compressed air, items that are heavy and/or hot, and the risk of fall or shock. Every effort has been made to minimize these risks and you will receive instruction and training as a part of this course (and related courses) in the proper safety procedures and equipment operation protocols. If you have a health condition or physical limitation that may affect you or another student's safety, you are to consult with the instructor prior to beginning to work with the equipment or undertaking a task involving the equipment. It is the student's responsibility to be able to follow all safety procedures and equipment operation protocols. Failure to abide by safety practices, procedures, or equipment protocols could result in serious injury or death. Failure to follow these safety practices / procedures or equipment protocols will not be tolerated and the student could face student disciplinary action including reduction of grade and possible removal from the course. Removal from the course could also result in loss of credit for the course and affect a student's financial aid.

X. INSTRUCTOR NAME AND CONTACT INFORMATION:

Instructor: Steve Wagner

Office: APT 106

Phone: 402-844-7723 or 1-800-348-9033 ext. 7223

Email: steve@northeast.edu

Office Hours: 7:00 am – 8:00 am or by appointment Mon-Thurs.

9:00 am – 2:00 pm Friday by appointment

XI. GRANT STATEMENT:

This document was developed as part of Trade Adjustment Assistance Community College and Career Training (TAACCCT) Grant Program Round 2 Grant, Innovations Moving People to Achieve Certified Training (IMPACT): TC-23752-12-60-A-31.



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