University of Cincinnati

I. Course Information:
   
   Title: Quality Management  
   Course #: OM 4075  
   Credit Hours: 3  
   Term: Spring 2018  
   Prerequisites: 22-OM-3080

II. Instructor Information:

   Name: Nora Honken, PhD  
   Office: 620 W Old Chem  
   Office phone: (513) 558-7560  
   Email: honkenna@uc.edu  
   Office Hours: Tuesday 2:30 – 3:30 pm, Wednesday 9:30 -10:30 am and Friday 9:10 – 10:10 am  
   Communication Policy: Students are encouraged to visit during office hours. You are also welcome to make an appointment. I communicate through official UC email and posting announcements on BB.

III. Link to Pace:

This course aligns with PACE, the Lindner College of Business platform for developing the total business professional.

P – Professionalism

   • Enhance oral & written communication, express ideas clearly, logically and persuasively.  
   • Develop and practice teamwork skills through group projects and exercises.  
   • Practice professional habits of punctuality, preparation, respect and participation.

A – Academics

   • Develop foundational knowledge of core business functions and their interactions within firms.
• Begin applying functional and cross-functional knowledge to critically analyze business problems; for example applying techniques for business plan development.

C – Character

• Learn and apply leadership techniques for project management (plan, brief, execute, debrief).
• Build an understanding and initial skills of managing diversity, including understanding cultural differences, and challenges and opportunities of global business.
• Understand importance of ethics and social responsibility in business and personal settings.

E – Engagement

• Build understanding of importance and practices of networking through interactions with business professionals and guest speakers.
• Develop awareness and appreciation of involvement in social organizations, community service, and professional group opportunities.

IV. Course Materials

Readings will be assigned from the following – both of the books are online through the UC library. To access them you either need to be on campus or VPN in.

• Total Quality Management : Key Concepts and Case Studies. D. R. Kiran, 2016 online at the UC library


• Other material or links will be posted on Bb

V. Description

Introduction of Quality Management is a course designed for Operations Management/Industrial Management majors or those who may be on a career path involving the quality of operations and measurement of quality within an organization. The following topics will be covered: the meaning of quality and management, critical thinking and problem solving, effective teams, quality management philosophies, Malcolm Baldrige National Quality Award, ISO 9000, Six Sigma, management practices for building and sustaining high performance organizations, statistical applications, process improvement tools, design for quality and product excellence, and statistical process control.

VI. Pre-Requisite: To take this course you must: Have taken the following Courses 22OM380 min grade D-, or 22OM385 min grade D-, or OM3080 min grade D-. Be enrolled in one of these Programs 22ASC, 22BAC, 22CRT, 22HON, 22MIN.
VII. Student Learning Outcomes:

Upon successful completion of this course, the learner will be able to:

- Identify jobs related to quality and describe their general function.
- Summarize the historical changes in quality in organizations.
- Summarize aspects of effective teams and tools to improve team performance.
- Define aspects of critical and creative thinking.
- Define steps in at least one problem solving mythology.
- Define quality, management of quality management.
- Identify internal and external customers of a product or service.
- Identify the foundational principles of quality management and their potential impacts on processes, tools, people, customers, culture and organizational performance.
- Apply quality tools and techniques to drive design, control and improvement of processes, and products.
- Justify the investment of time and money to improve and maintain quality throughout an organization.
- Summarize the purpose, benefits and process of applying for the Malcolm Baldrige National Quality Award.
- Summarize the purpose, benefits and process involved with certifications, in particularly ISO 9000.

VIII. Instructional Methods (Including Description about Bb):

The following course utilizes the Blackboard (Bb) Learning Management System. A variety of instructional methods (e.g. lectures, readings, group discussions and activities, individual assignments, a project, etc.) will be used to help students explore the material. If you are not familiar with Bb, please visit https://kb.uc.edu/kbarticles/blackboard-landing.aspx.

IX. Course Communication:

University policy requires that the email set up in Blackboard is the primary means of communication. It is advisable that you use your UC email for this purpose and that you check it often. If you choose to change your email in Blackboard to a non-UC email it is your responsibility to ensure you check it frequently. Please see the attached Student Email Policy for more information:
http://www.uc.edu/content/dam/uc/infosec/docs/general/Policy_StudentEmail.pdf.

X. Course and Grading Policies:

1. Course Structure: Class will meet three times per week. During class meetings students will participate in activities that will be turned in and graded for either participation or quality. Some of the activities will be done individually while others will be in groups. The submission for these activities may only be open during the scheduled class time.
2. **Academic Integrity:** As with all Lindner College of Business efforts, in this course you will be held to the highest ethical standards, critical to building character. Ensuring your integrity is vital and ultimately is your responsibility. To help ensure the alignments of incentives, the Lindner College of Business has implemented a “Two Strikes Policy” regarding Academic Integrity that supplements the UC Student Code of Conduct. (see: [http://www.uc.edu/conduct/Code_of_Conduct.html](http://www.uc.edu/conduct/Code_of_Conduct.html))

- All academic programs at the Lindner College of Business use this “Two Strikes Policy”; Any student who has been found responsible for two cases of academic misconduct may be dismissed from the College.
- All cases of academic misconduct (e.g., copying other students assignments, failure to adequately cite or reference, cheating, plagiarism, falsification, etc.) will be formally reported by faculty; and
- Students will be afforded due process for allegations as outlined in the policy.

3. **Disability:** Students with disabilities who need academic accommodations or other specialized services while attending the University of Cincinnati will receive reasonable accommodations to meet their individual needs as well as advocacy assistance on disability-related issues. Students requiring special accommodation must register with the Disability Services Office. [http://www.uc.edu/aess/disability.html](http://www.uc.edu/aess/disability.html)

4. **Counseling Services, Clifton Campus:** Students have access to counseling and mental health care through the University Health Services (UHS), which can provide both psychotherapy and psychiatric services. In addition, Counseling and Psychological Services (CAPS) can provide professional counseling upon request; students may receive five free counseling sessions through CAPS without insurance. Students are encouraged to seek assistance for anxiety, depression, trauma/assault, adjustment to college life, interpersonal/relational difficulty, sexuality, family conflict, grief and loss, disordered eating and body image, alcohol and substance abuse, anger management, identity development and issues related to diversity, concerns associated with sexual orientation and spirituality concerns, as well as any other issue of concerns. After hours, students may call UHS at 513-556-2564 or CAPS Cares at 513-556-0648. For urgent physician consultation after-hours students may call 513-584-7777.

5. **Title IX:** Title IX is a federal civil rights law that prohibits discrimination on the basis of your actual or perceived sex, gender, gender identity, gender expression, or sexual orientation. Title IX also covers sexual violence, dating or domestic violence, and stalking. If you disclose a Title IX issue to me, I am required forward that information to the Title IX Office. They will follow up with you about how the University can take steps to address the impact on you and the community and make you aware of your rights and resources. Their priority is to make sure you are safe and successful here. You are not required to talk with the Title IX Office. If you would like to make a report of sex or gender-based discrimination, harassment or violence, or if you would like to know more about your rights and resources on campus, you can consult the website [www.uc.edu/titleix](http://www.uc.edu/titleix) or contact the office at 556-3349.
6. **Missed and/or late examinations, quizzes, and graded exercises:**
   If you fail to take an exam on the specified date without adequate justification and prior notice, you will automatically receive a score of 0 (zero) on the exam. If you cannot take an exam due to adequately justified and unforeseen circumstances, you must provide adequate written documentation of your reason for not taking the exam as soon as possible in order to be considered for accommodation.

7. **LCB Weather Related Protocol:**
   If the university cancels scheduled classes for any reason you need to check Bb and your email for instructions. We will most likely hold class via WebEx or an assignment will be given. Assignments will be due as scheduled unless notified differently. If you have not already signed up for text notifications from the university, I suggest you sign up for them.

8. **Criteria for letter grades:**
   Your course grades will be based on your performance on the following:

<table>
<thead>
<tr>
<th><strong>Element</strong></th>
<th><strong>Percentage</strong></th>
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<tbody>
<tr>
<td>Group Project</td>
<td>20 %</td>
</tr>
<tr>
<td>Exams (2)</td>
<td>30 %</td>
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<tr>
<td>In class activities, quizzes and homework</td>
<td>50 %</td>
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</tbody>
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   **Grading Scale**

   - 94% and above = A, 90%-93% = A-
   - 87%-89% = B+, 84%-86% = B, 80%-83% = B-
   - 77%-79% = C+, 74%-76% = C, 70%-73% = C-
   - 69%-67% = D+, 64%-66% = D, 60%-63% = D-  Below 60% = F

   **Exams** will be a series of short answer, problems, true and false and multiple choice questions. Students will be notified of exams at least 1 week in advance. The exams will cover assigned reading materials (text, supplemental materials), and material discussed in class, including guest speakers. Unless otherwise noted, the exams will be held in the same classroom as the class sessions.

   **In class activities, quizzes and homework.** These will be assigned throughout the semester on a regular bases. Some will be graded for quality, while others will be graded for participation based on a “random” selection process. Assignments graded for quality will be weighted four times more than an assignment graded for participation. Those graded for quality will be at the following level (unless noted otherwise):
   - 100% of points – shows critical thinking and understanding of material
   - 75% of points – shows understanding, but lacks critical thinking
   - 50% of points – lack of understandings and depth
**Group Project**  Purpose: Apply tools learned in this class to real life situation. Some suggestions include:

- Apply the Six Sigma Continuous Improvement process covered in class to a business.
- Apply the tools that we have learned during this course to a real problem involving a company, student organization, church or non-profit organization.
- More information will be posted on BB