

University of Massachusetts Dartmouth
Charlton College of Business

POM 445 [7101]: Managing Quality

SUMMER 19
Course Syllabus

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Class Hours and Location: Online

Class Website: Blackboard (myCourses)

Course Credits: 3

Course Prerequisite(s): POM 345

Note(s): -

Required Text(s)

1. *Quality Management for Organizational Excellence*, D. L. Goetsch, and S. Davis, 8th Edition, Pearson
(This textbook will be referred to as **Goetsch** in the remainder of this document.)
2. *Managing, Controlling, and Improving Quality*, D. C. Montgomery, C. L. Jennings, and M. E. Pfund, 1st Edition, McGraw-Hill
(This textbook will be referred to as **Montgomery** in the remainder of this document.)

Recommended Text(s)

Statistical Methods for Quality Improvement, T. P. Ryan, 3rd Edition, Wiley

Course Overview and Description

This course focuses on principles and practices underlying the continuous improvement of quality in the business and non-business enterprise. Particular attention is given to philosophies and methods of organizing for quality, and to tools for quality improvement, including statistical process control.

Course Learning Objectives

The objective of this course is to provide students with knowledge and skills for decision-making and problem-solving, and to improve students understanding of the concepts, problems, and practices of quality management. By the end of this course, students should be able to

- Have gained an appreciation for the importance of quality as a competitive strategy.
- Understand the philosophy and concepts of total quality management.
- Be able to demonstrate and apply methods and techniques for problem solving in quality in current use.
- Be able to demonstrate the concept of decision-making for quality improvement.
- Be able to demonstrate proficiency in the use of statistical process control software.
- Have gained a broader understanding of current issues in quality improvement through exposure to the literature and to individuals and organizations involved with the field of quality improvement.

Note on Updates

The syllabus may be subjected to changes and updates as needed during the semester. The course faculty reserves the right to add, remove, and/or modify the syllabus at any time. Any changes and updates will be noted in the announcement section of Blackboard, and the most current version will be posted on the course website.

Electronic Communication

Emails should be sent to ksadeghzadeh@umassd.edu and the subject of the email should clearly reflect the contents including the course code such as “POM 445 – Assignment #1”. Emails will be responded within 48 hours during the workweek. During the weekend and holidays, emails will not be routinely viewed and responded.

Students are expected to check their university email on a frequent and consistent basis to ensure they are staying current with all communications.

Course Conduct

UMass Dartmouth policies regarding equal opportunity, discrimination, harassment, and sexual violence apply to all learning environments wherever they are located and from wherever they are taught. This applies to all face-to-face, off campus, blended, and online courses. Please see the Office of Diversity, Equity and Inclusion policies page for more information: <https://www.umassd.edu/eeo/boardoftrusteesuniversitydocuments/>

Student Academic Integrity Policy

All UMass Dartmouth students are expected to maintain high standards of academic integrity and scholarly practice. The University does not tolerate academic dishonesty of any variety,

whether as a result of a failure to understand required academic and scholarly procedure or as an act of intentional dishonesty.

For additional information, visit the UMass Dartmouth Student Academic Integrity Policy:

<http://www.umassd.edu/policies/activepolicylist/academicaffairs/>

Students with Disabilities

In accordance with University policy, if you have a documented disability, as defined by the Americans with Disabilities Act (ADA), and require classroom accommodation or auxiliary aids to obtain equal access in this course, please inform the course faculty at the beginning of the semester and provide the appropriate paperwork from the Center for Access and Success:

<https://www.umassd.edu/dss/>

Incomplete Policy

According to the university catalogue, an incomplete may be given only in exceptional circumstances at the instructor's discretion. The student must be passing at the time of the request or be sufficiently close to passing. If the work is not completed within one year of the recording of the incomplete grade, the grade will become an F(I). The incomplete policy for this course is that at least 70% of the course must be already completed and an exceptional circumstance (i.e. medical issue) must exist.

Tutoring

If you have difficulty with the coursework, please:

Contact me directly using the contact information listed at the top of this document.

Contact the Academic Resource Center (ARC) for support:

Location: College of Liberal Arts, Room 007

Phone: (508) 999-8708

For help with writing assignments, you can also make use of online writing tutoring:

<https://www.etutoring.org/>

Online tutoring can also be accessed by clicking the "Online Tutoring" link at the top of the myCourses Dashboard.

Technical Help

24/7 email, live chat, and phone support for myCourses is available at the myCourses support portal: <http://umd.echelp.org/>

Support information for all other UMass Dartmouth technologies can be found on the Technical Resources page: <https://www.umassd.edu/extension/technicalresources/>

Course Evaluation and Policies

Assignments

Four assignments will be posted on Blackboard. Students will be required to submit assignments individually.

Assignment Policy: Your assignments will be graded based on the following items:

1. Procedure: Demonstrating that you have made considerable effort and used proper concepts, assumptions, etc.
2. Presentation: Providing organized soft-copy, typed or clearly written, and reasonable size. Note: Please write your name according to the COIN profile as first (given) name and last (family) name in order, like “John Smith”.
3. On-Time Submission: No late submission will be accepted unless prior permission or emergency.

Exams

There will be two exams during the semester and no final exam.

Exam Policy: Exams are closed textbook and notes. Note that topics and dates are tentative and subject to minor changes given timing and flow of the course.

Grade Breakdown

The grading will be based on the following breakdown:

Assignments	40%
Exam 1	30%
Exam 2	30%

Letter Grade Distribution

≥ 93.00	A	73.00 - 76.99	C
90.00 - 92.99	A-	70.00 - 72.99	C-
87.00 - 89.99	B+	67.00 - 69.99	D+
83.00 - 86.99	B	63.00 - 66.99	D
80.00 - 82.99	B-	60.00 - 62.99	D-
77.00 - 79.99	C+	≤ 59.99	F

Note: The course faculty reserves the right to adjust the grade distribution. Under no circumstances will a student's grade be lowered by this adjustment.

Tentative Course Outline

The weekly coverage might change as it depends on the progress of the class.

Week	Topic	Primary Readings	Milestone
#1	Preliminaries and Statistical Inference	Goetsch: §1 and §16 Montgomery: §1 and §4	Assignment #1
	Tools for Quality Improvement	Goetsch: §15 Montgomery: §3	
#2	Quality Control (Part I)	Goetsch: §18 Montgomery: §5	Assignment #2
	Quality Function Deployment	Goetsch: §17 Montgomery: -	Exam #1
#3	Quality Control (Part II)	Goetsch: §18 Montgomery: §6	Assignment #3
	Customer Satisfaction and Leadership	Goetsch: §7 and §9 Montgomery: -	
#4	Reliability Analysis	Goetsch: - Montgomery: §9	Assignment #4
	Failure Modes and Effects Analysis	Goetsch: - Montgomery: §2 and §9	Exam #2