

FURTWANGEN UNIVERSITY OF APPLIED SCIENCES
COURSE SYLLABUS AND SCHEDULE OUTLINE FOR

ADVANCED QUALITY MANAGEMENT THEORY AND APPLICATION
SPRING SEMESTER 2006

Tuesday/Thursday, Time to be determined

BUILDING/ROOM

Instructor Information

Instructor: Dr. Jeffrey C. Bauer, Visiting Professor
Office: To be determined.
Phone: To be determined.
E-Mail: Jeff.Bauer@UC.Edu, Furtwangen e-mail
Office Hours: To be determined.

Required Text(s)

Course Tool Packet – Selected Tools from The Quality Toolbox, Tague, Nancy, R., 2nd Edition, 2005. ISBN: 0-87389-639-4.

Total Quality : Management, Organization, and Strategy, Evans, James R., 4th Edition, 2005. ISBN : 0-324-30159-6.

Instructor provided note packet.

Course Description

An advanced review of the strategic decision making and philosophical foundations of quality management, the organizational structure and design necessary for implementation of TQM, and the application of selected qualitative and quantitative TQM tools.

Learning Objectives

1. Define the concept of Total Quality Management (TQM) and discuss the macro organizational implications of implementation.
2. To develop a working knowledge of the statistical/numerical quality tools in total quality management problem solving teams.
3. Clarify the concept of self-directed work teams and the difference from traditional management structure.
4. Understand the roles and functions of team members and discuss typical team problems and possible solutions.
5. Discuss how teams are managed in a problem solving continuous improvement environment.
6. Develop a practicing knowledge of the group facilitator role and associated skills.
7. Think and act cooperatively as a team unit rather than individually, as a group of competitors.
8. Evaluate team interactions with the goal of continuous improvement.
9. To develop a working knowledge of the management (creativity) quality tools in total quality management problem solving teams

Course Requirements

Reading Assignments: The student is expected to read all assignments prior to the class in which they will be discussed. He/she should be ready to participate in class discussions and activities.

Case Analyses: Students will be assigned to a group. Each group will complete five (5) case analyses during the quarter. Some cases will be assigned and completed in class. Some cases will require additional work outside the classroom. Detailed information about the expectations for the case analyses will be provided during the term.

In-Class Tools Projects: Fifteen (15) tools will be reviewed during the term. Completion of the tools in teams will result in two (2) to ten (10) points being awarded to the team. Attendance is necessary to successfully complete these projects. Details will be provided during the term.

Exam: There will be a final exam at the end of the semester. The exam format will be case based and will require knowledge of the theories of TQM as well as application of tools.

Grading:

The final grade will be determined as follows:

Case Analyses (5 @ 20 points each)	100 Points
Tools Projects (15 @ 10 points each)	150 Points
Final Exam (Chapters 1 - 11)	100 Points

Total Points	350 Points

The numerical average will be calculated by dividing total points by 3.5

GENERAL COURSE POLICIES

Attendance and Make-Up Work

Attendance is a requirement of the course. If for some reason you cannot attend a class, please let me know by using one of the phone numbers (or other means) listed above.

Assignments

Any assignments are due at the beginning of the class period as indicated on the Course Schedule. Late assignments will be reduced at least one letter grade per class day at the discretion of the instructor. Assignments will **not** be accepted one week after the due date has passed.

Cell Phones, Pagers, etc.

Consider this class to be a call-free, beep-free, vibrate mode-free zone of silence. Repeated beeping offenses may result in a reduction of points for the course.

Make-Up Quizzes

Make-up quizzes will be given at the discretion of the instructor. The student **must** notify the instructor of the absence **before** the quiz begins. If proper notification is given, a make-up quiz will be administered which may be significantly more challenging than the quiz given on the scheduled date.

Cheating and Plagiarism

The policy of Furtwangen University will be strictly enforced.

Withdrawals

The current withdrawal policy of Furtwangen University will apply.

Grading Scale

1,0 – 1,5 = Excellent (A)
1,6 – 2,5 = Good (B)
2,6 – 3,5 = Satisfactory (C)
3,6 – 4,0 = Adequate (D)
4,1 – 5,0 = Insufficient (F)

Note: The course schedule and procedures are tentative and subject to change depending upon the progress of the class.

COURSE SCHEDULE OUTLINE – ADVANCED QUALITY MANAGEMENT THEORY AND APPLICATION

Week 1 05/09	Chapter 1 Tools 1 & 2	Introduction to Total Quality in Organizations Histogram & Pareto Chart
Week 2 05/16	Chapter 2 Tools 3 & 4	Approaches to Total Quality Brainstorming/NGT & Affinity Diagram
Week 3 05/23	Chapter 3 Chapter 4 Tools 5 & 6	Total Quality Tools and Statistical Thinking Quality in Customer-Supplier Relationships Fishbone Diagram & Scatter Diagram
Week 4 05/30	Chapter 5 Chapter 6 Tool 7	Designing Organizations for Quality Total Quality and Organizational Change Control Charts
Week 5 06/13	Chapter 7 Chapter 8 Tools 8 & 9	Quality Teamwork Empowerment and Motivation TILMAG & Picture Associations and Biotechniques
Week 6 06/20	Chapter 9 Tools 10 & 11	Quality Leadership Is-Is Not Matrix & Importance-Performance Analysis
Week 7 06/27	Chapter 10 Tools 12 & 13	Total Quality and Competitive Advantage Knowledge Mapping & Morphological Box
Week 8 07/04	Chapter 11 Tools 14 & 15	Strategic Planning and Total Quality Implementation Attribute Listing & Circle of Opportunity