



蘇州大學
Soochow University

MAG 403 Total Quality Management

Winter 2024

Course Credits: 4

Contact Hours: 56 hours

Instructor: TBA

Email:TBA

COURSE OBJECTIVES

Total Quality Management is a comprehensive course designed to equip students with the knowledge and skills necessary to ensure that products and services consistently meet or exceed customer expectations. This course explores the principles, techniques, and best practices of quality management in various industries, emphasizing its crucial role in achieving organizational excellence. Modules include management and planning tools, Six Sigma approach, statistical process charting and more.

Upon Completion of this Course, students will be able to:

1. Understand the fundamentals of quality management, its historical evolution, and its importance in contemporary business environments.
2. Explore the key principles of quality management, including customer focus, process orientation, continuous improvement, and data-driven decision-making
3. Learn how to develop and implement a quality management system tailored to specific organizational needs and goals.
4. Gain proficiency in quality measurement and metrics, including the use of statistical tools and techniques for process improvement.
5. Explore the importance of customer feedback, satisfaction surveys, and complaint handling in quality improvement.

PREREQUISITES

STA 201 Statistics



GRADING

Grades will be determined by accumulating points, with 100 points being the maximum, as follows:

ITEM	POINTS
Quizzes	20 Points
Assignments	30 Points
Homework	10 Points
Midterm Exam	20 Points
Final Exam	20 Points
Total	100 Points

Late submissions will be graded at the end of the course. Grades will be assigned according to the following rule:

$$A \geq 90 > B \geq 80 > C \geq 70 > D \geq 60 > F.$$

We reserve the right to make adjustments to the overall grading policy.

COURSE MATERIALS

Required Texts:

1. David L. Goetsch; Stanley Davis, *Quality Management for Organizational Excellence*, 9th Edition, Pearson, 2021.
2. James R. Evans; William M. Lindsay, *Managing for Quality and Performance Excellence*, 11th Edition, Cengage Learning, 2020.

Recommended (Optional) Texts or Other Materials:

None

COURSE TOPICS

MODULE	TASKS
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Module 1	<p>Topics: Topic 1: Quality, Value, and Organizational Excellence Topic 2: The Total Quality Approach Defined Topic 3: The Pareto Principle Topic 4: Quality Planning and Quality Control</p> <p>Assessments: Quiz#1</p>
Module 2	<p>Topics: Topic 5: Principles, Practices, and Techniques of Quality Management Topic 6: Strategic Planning in Action: A “Real-World” Case Topic 7: The Six Sigma Approach Topic 8: Relationship of Six Sigma to Total Quality</p> <p>Assessments: Quiz#2 Homework#1</p>
Module 3	<p>Topics: Topic 9: The Lean Six Sigma Approach Topic 10: Statistical Process Control Defined Topic 11: Capability in Statistics Topic 12: Determine Process Capability</p> <p>Assessments: Midterm Exam Assignment#1</p>
Module 4	<p>Topics: Topic 13: Measurement Repeatability and Reproducibility Topic 14: Measurement for Quality Control Topic 15: Measurement System Evaluation Topic 16: Process Capability Measurement</p> <p>Assessments: Assignment#2 Homework#2</p>
Module 5	<p>Topics: Topic 17: Statistical Process Control Topic 18: Control Charts for Variables Data Topic 19: The Baldrige Framework for Performance Excellence Topic 20: The Seven Management and Planning Tools</p> <p>Assessments: Final Exam</p>

ATTENDANCE



1) Class attendance is required. Missing classes without permission will lead to decrease in overall grade.

Missing less than two classes: no penalty.

Missing more than two classes: 7% will be taken off from the overall grade.

If the instructor reports a student's frequent missing of class to the Soochow University Academic Administration Office, the student might get a written warning and might be prohibited from attending final exam.

2) Participants in this course are expected to arrive in class promptly and adequately prepared. The primary objective of this course is to critically engage with the readings and the subject matter. Therefore, course participants are expected to have completed the reading prior to class and prepare thoughtful reflections/commentaries to share with fellow colleagues.

LEARNING REQUIREMENTS

- 1) Late assignments are not acceptable and are subjected to grade deductions.
- 2) Assignments submitted in the wrong format will be counted as not submitted.
- 3) Failure to submit or fulfill any required course component results in failure of the class.
- 4) Make-up for midterm and final exams only with valid excuses, as defined by the University.
- 5) In order to earn a Certificate of Completion, participants must thoughtfully complete all assignments by stated deadlines and earn an average quiz score of 50% or greater.

TECHNOLOGY POLICY

The use of electronic devices in class is distracting, both for the user and for the rest of the class. Only non-programmable calculators can be used in the tests and exam. Any attempts to use cell phones and other electronic communication devices will be seemed as cheating. Laptops are discouraged, unless you use them for activities DIRECTLY related to the course (eg., note taking, reading course documents).

ACADEMIC INTEGRITY POLICY



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Soochow University highly values the academic integrity and aims to promote the academic fairness, honesty and responsibility. Any academic dishonesty behaviors and any attempts to cheats and plagiarism will be reported to the university administration office. A written warning and the relevant penalties will be imposed. The record might be shown on the official university transcript.

DISABILITY ACCOMMODATION

Soochow University is committed to maintaining a barrier-free environment so that students with disabilities can fully access programs, courses, services, and activities at Soochow University. Students with disabilities who require accommodations for access to and/or participation in this course are welcome.

Note:

Please contact the University Administrative Office immediately if you have a learning disability, a medical issue, or any other type of problem that prevents professors from seeing you have learned the course material.