



## Quality Planning and Control OSCM 3339 Fall 2022



**Instructor:** Mr. Michael S. Garcia MSPM

**E-mail:** [msgarcia4@utep.edu](mailto:msgarcia4@utep.edu)

**Office:** COBA 204

**Phone:** (915) 747-8631

**Fax:** (915) 747-5348

**Class Hours:** MW 3:00-4:20pm

**Location:** COBA 326

**Office Hours:** MW 1:00-3:00pm, T 8:00-9:00am, or by appointment

### Required Textbook:

*Quality Management for Organizational Excellence: Introduction to Total Quality, 8th Edition*, by David L. Goetsch, University of West Florida and Oskaloosa-Walton Stanley Davis, Stan Davis Consulting, 2016

ISBN: 9780133791914



Welcome to the undergraduate Quality Planning and Control Course.

Official information for OSCM 3339, including grades, will be posted on Blackboard. You are responsible for reading and responding to Blackboard “Announcements”, “Assignments”, “Assessments”, and any other information concerning this course - **check your Blackboard account daily!**

### Course description (*From Goldmine*)

A study of the most effective methods for improving product and process quality in manufacturing and service operations. The course covers the following topics: statistical control charts, quality auditing, Japanese QC tools, process capability, loss functions, statistical tolerances, and experimental design. Statistical computer software will be used.

### Objectives:

At the completion of this course, students will be able to:

1. Describe the evolution of modern quality management philosophies, practices and methods and explain the main principles of quality methods (Deming, Juran and Crosby).
2. Describe comparative differences among modern quality methods and apply the basic principles of these methods – Lean, Six Sigma, Theory of Constraints, 5S, Quality Function Deployment, Statistical Process/Quality Control and ISO 9000.
3. Identify and solve implementation issues and challenges associated with quality management methodologies.
4. Identify key management skills associated with successful, sustainable continuous process improvement. Make strategic management decisions based on statistical quality metrics.
5. Define key factors that determine the appropriate choice of quality management systems that are strategically aligned with business objectives.
6. Identify, assess effectiveness of quality management methods in real-world case studies.
7. Describe the impact of proper planning and design on quality – “building in quality.”
8. Apply quality management mathematical/software tools including Statistical Process Control (SPC), Control Charts.

**Prerequisite:** OSCM 3321 with Minimum Grade of D (may not be taken concurrently).



## Quality Planning and Control OSCM 3339 Fall 2022



### Lectures

Important material from the textbook, reference books, case studies, multimedia sources, and homework problem examples will be covered in class lectures. The detailed class outline, at the end of this syllabus, shows you exactly what activity and book chapters will be covered during each week of the entire semester session. You should plan to read a lot and take careful lecture notes. Discussion and engagement with your classmates is strongly encouraged about the topics being covered, both in class and through discussion board assignments.

### Regular Exams

There will be three regular, non-comprehensive exams that cover class materials and chapters in the textbook and other materials, taught up to the date of the last class before the exam, as well as a partially comprehensive final exam. Exams will be administered electronically **in class or in a COBA Computer Lab**, through Blackboard. You must use Respondus Lockdown Browser to take exams, and have a working webcam and microphone on the computer you are using. Respondus Monitor will be enabled and will be recording everything you do and say during your exam session. You will have 60 minutes to take exams. If you have some kind of problem with your computer or Internet connection, your answers will be saved, and you'll have plenty of time to restart and reenter the exam. You must complete the exam within 60 minutes of the time you started it, including any interruptions. Exams must be taken in class, **in person**. Exams will not be available remotely – no exceptions! **There are no make-up exams.**

### How we will Communicate:

I will communicate with you through Blackboard announcements, global emails sent to the whole class and either face-to-face or virtual office hours. Your best way to communicate directly with me is via email to [msgarcia4@utep.edu](mailto:msgarcia4@utep.edu). I teach many classes and have many students, so please identify your **course number** and a **message topic** clearly in the Subject line of your email. A good email Subject line would be:

Subject: OSCM 3339 – Question about Exam 1 Grades

If you do not include this information in the Subject line of your message, it may significantly delay my response. I will do my best get back to you within 1 business day.

**Netiquette Guidelines:** Netiquette is a set of rules for behaving appropriately online. We must establish and maintain a safe online learning environment. All opinions and experiences, no matter how different or controversial they may be perceived, must be respected in a tolerant spirit of academic discourse. You are encouraged to comment, question, or critique an idea but you are not to dismiss or attack any individual. Working as a community of learners, we will build a polite and respectful course community. The following netiquette tips will enhance the learning experience for everyone in this course:

- Do not dominate any discussion.
- Give other students the opportunity to join in the discussion.
- Do not use offensive language. Present ideas appropriately and professionally.
- Be cautious in using Internet language. For example, do not capitalize all letters since this suggests shouting. Popular emoticons, such as ☺, can be helpful to convey your tone but do not overdo it.
- Avoid using vernacular or slang language. This could possibly lead to misinterpretation.
- Never make fun of someone's ability to read or write.
- Share tips with other students.
- Stay "open-minded" and willing to express a minority opinion. Minority opinions will be respected.
- Think, pause, and edit before you push the "Send" button.
- Do not hesitate to ask for feedback.



## Quality Planning and Control OSCM 3339 Fall 2022



- Be careful using humor – your perception of what is funny may be very different from someone else's.

### Grading Policy:

15 %	First Regular Exam	<b>A</b> =	numerical grade $\geq 90$
15 %	Second Regular Exam	<b>B</b> =	$80 \leq$ numerical grade $< 90$
15 %	Third Regular Exam	<b>C</b> =	$70 \leq$ numerical grade $< 80$
15 %	Final exam	<b>D</b> =	$60 \leq$ numerical grade $< 70$
10 %	Attendance and Participation	<b>F</b> =	numerical grade $< 60$
30 %	Homework, Quizzes and other assignments		

## COURSE POLICIES

### 1. Electronic Devices

All electronic devices (cell phones, laptops, tablets, camera containing devices, etc.) should be completely turned off in class and should not be in the hands of students at any time during class. The Professor reserves the right to temporarily confiscate electronic devices owned by students when electronic devices create distractions or disruptions. There will be absolutely no texting, phone calls, or social media interaction during class. All students are expected and required to comply. Keep in mind that adherence to this policy is part of your participation score, and will be worth 10% of your overall grade.

### 2. Academic Integrity

Cheating is unethical and unacceptable. Using information or original wording in a paper, assignment or discussion board without giving credit to the source of that information or wording is **plagiarism**, and is absolutely unacceptable. Do not submit work under your name that you did not do yourself. You may not submit work for this class that you did for another class. If you are found to be cheating or plagiarizing, you will be subject to disciplinary action, per UTEP catalog policy. Refer to <https://www.utep.edu/student-affairs/osccr/student-conduct/academic-integrity.html> for further information.

### 3. Attendance and Punctuality

Attendance is valued in this class, just as it is in the workplace. Being absent or late to class sends a negative message to the Professor, just like it does to an employer, manager, or customer. You cannot contribute to the class if you are not present. Please keep in mind that missing 1 class is equivalent to missing 5 days of work.

Class attendance is required and expected. Exam and quiz material will be substantially based on lectures, therefore you are responsible for all material covered in class. Please arrive on time and take your seat quickly and quietly. Arriving late hinders all students and is considered disruptive to everyone in class.

### 4. Homework

There will generally be one homework assignment for each text chapter, taken from material previously covered in class. Please note that you should complete and turn in homework **exclusively through Blackboard**. Homework will not be accepted via hardcopy, email, or text messages and cannot be turned in after its due date. If you expect to be out-of-pocket, make sure you will be able to do the homework before its due date. No late assignments will be accepted. Unless specifically stated otherwise in a homework assignment, **all homework is a strictly individual, non-group, non-collaborative task.**



## Quality Planning and Control OSCM 3339 Fall 2022



### 5. Quizzes

There will generally be one short reading quiz for each text chapter, taken from material that will be covered in the days to follow. These reading quizzes are structured to compel and reward you for reading ahead in the text in preparation for upcoming lectures. Reading quizzes will be administered through Blackboard.

### 6. Need for Assistance

If you have a disability and need classroom accommodations, please contact The Center for Accommodations and Support Services (CASS) at 747-5148, or by email to [cass@utep.edu](mailto:cass@utep.edu), or visit their office located in UTEP Union East, Room 106. For additional information, please visit the Center for Accommodations and Support Service (CASS) website at <https://www.utep.edu/student-affairs/cass/>

### 7. Other Student Services

University Writing Center: <http://uwc.utep.edu/index.php>

Sexual Harassment Guide for students: <https://www.utep.edu/titleix/Filing-a-Complaint.html>

University Counseling Center: <https://www.utep.edu/student-affairs/counsel/>, 747-5302, 202 Union West; walk-ins encouraged.

Student Health and Wellness Center: <https://www.utep.edu/chs/shc/>, 747-5624. Many services free to students paid for through student health fee.

Student Engagement and Leadership Center: <https://www.utep.edu/student-affairs/selc/>, 106 Union West, 747-5670. Includes study space with workstations; family friendly room with lactation space.

University Career Center: <https://www.utep.edu/student-affairs/careers/>, 103 Union West, 747-5640.

Mine Tracker: <https://minetracker.utep.edu/>. Events, news and organizations.

### 8. Campus Carry:

Persons who hold a Concealed Handgun License can lawfully carry their gun into a UTEP classroom as long as it remains concealed. Open carry remains prohibited on campus. Should you feel someone is intentionally displaying a gun (or any other weapon for that matter), do not hesitate to call Campus Police (ext. 5611) or 911. For information on campus concealed carry, see <https://www.utep.edu/campuscarry/>. For more information on student emergencies and overall campus safety, see:

<https://www.utep.edu/student-affairs/dean-of-students-office/student-emergency/index.html>

Please note that the GBC is a designated **Campus Carry Exclusion Zone** – a property leased by the University which has existing tenant leases *prohibiting weapons*. For more on Exclusion Zones see: <https://www.utep.edu/campuscarry/exclusion-zones/index.html>

### 9. Student Responsibility

Individual students must operate with integrity in their dealings with faculty and other students; utilize learning materials with appropriate attention and dedication; maintain engagement when challenged by difficult learning activities; contribute to the learning of others; and perform to standards set by the faculty.



## Quality Planning and Control OSCM 3339 Fall 2022



### **COVID-19 Guidance:**

If you have tested positive for COVID-19, you are encouraged to report your results to [covidaction@utep.edu](mailto:covidaction@utep.edu), so that the Dean of Students Office can provide you with support and help with communication with your professors. It is important to follow all instructions that you receive as part of the diagnosis, including isolation and staying at home until a negative test is produced.

If you experience COVID-19 symptoms, please follow the isolation protocol by staying at home and getting tested as soon as possible. If the test is negative but you are still seeking accommodations, please contact the Dean of Students Office for guidance in a timely manner. Your instructor will work with the Dean of Students Office to determine the extent of any such accommodations.

We strongly encourage you to think and act proactively in all matters related to COVID-19 and your academic endeavors. The Center for Disease Control and Prevention recommends that people in areas of substantial or high COVID-19 transmission wear face masks when indoors in groups of people. The best way that Miners can take care of miners is to get the vaccine. If you still need the vaccine, it is widely available in the El Paso area, and will be available at no charge on campus during the first week of classes. For more information about the current rates, testing, and vaccinations, please visit [epstrong.org](http://epstrong.org).

**Note:** This is a tentative syllabus and the Professor reserves the right to make appropriate changes.



## Quality Planning and Control OSCM 3339 Fall 2022



**Class Hours:** MW 3:00-4:20pm

**Location:** COBA 326

### Detailed Course Outline:

Week	Day	Date	Subject	Discussion	HW
1	Mon	Aug 22	Class Intro	Expectations for the course, Syllabus	
	Wed	Aug 24	Hands-On Activity <b>Reading Quiz 1</b>	Tennis Ball Exercise Chapters 1, 2 on Blackboard	
2	Mon	Aug 29	Chapter 1 & 2 <b>Reading Quiz 2</b>	Quality and Organizational Excellence Quality and Global Competitiveness Chapters 3, 4 on Blackboard	#1 - Ch 1 & 2
	Wed	Aug 31	Chapter 3 & 4	Strategic Quality Management Quality in Ethics and CSR	#2 - Ch 3 & 4
3	Mon	Sep 5	<b>No Class</b> <b>Reading Quiz 3</b>	<b>Labor Day Holiday</b> Chapters 5, 6 on Blackboard	
	Wed	Sep 7	Case Study	"Good Vibrations" – Santa Cruz Guitars	
4	Mon	Sep 12	Chapter 5 & 6 <b>Reading Quiz 4</b>	Partners & Alliances in Quality Quality Culture Chapters 7, 8 on Blackboard	#3 - Ch 5 & 6
	Wed	Sep 14	<b>Exam #1</b>	<b>1 Hour exam covers Chapters 1-6</b>	Exams will be given in the COBA TACC Labs!
5	Mon	Sep 19	Chapter 7 & 8 <b>Reading Quiz 5</b>	Quality and Customer Relationships Quality Responsibilities of Employees Chapter 9 on Blackboard	#4 - Ch 7 & 8
	Wed	Sep 21	Hands-On Activity	TBD	
6	Mon	Sep 26	Chapter 9 <b>Reading Quiz 6</b>	Leadership in Quality Planning Chapters 10, 11 on Blackboard	#5 - Ch 9 & 10
	Wed	Sep 28	Chapter 10	Quality Teams	
7	Mon	Oct 3	Chapter 11 <b>Reading Quiz 7</b>	Communicating Quality Information/Policy Chapter 14, on Blackboard	#6 - Ch 11 & 14
	Wed	Oct 5	Case Study	TBD	
8	Mon	Oct 10	Chapter 14 <b>Reading Quiz 8</b>	Overview of ISO 9000 Chapter 15 on Blackboard	
	Wed	Oct 12	<b>Exam #2</b>	<b>1 Hour exam covers Chapters 7-11, 14</b>	Exams will be given in the COBA TACC Labs!
9	Mon	Oct 17	Chapter 15 <b>Reading Quiz 9</b>	Overview of Quality Tools Chapters 16, 17 on Blackboard	#7 - Ch 15 & 16
	Wed	Oct 19	Chapter 16	Problem Solving/Decision Making	
10	Mon	Oct 24	Chapter 17 <b>Reading Quiz 10</b>	Quality Function Deployment Chapter 18 on Blackboard	#8 - Ch 17 & 18
	Wed	Oct 26	Chapter 18	Statistical Process Control	



## Quality Planning and Control OSCM 3339 Fall 2022



11	Mon	Oct 31	SPC #1 Problems/Activity <b>Reading Quiz 11</b>	Control Charts for Attributes  Chapter 19 on Blackboard	#9 – SPC Probs
	Wed	Nov 2	SPC #2 Problems/Activity	Control Charts for Variables	
12	Mon	Nov 7	Chapter 19 <b>Reading Quiz 12</b>	Continuous Improvement Chapter 20 on Blackboard	#10 - Ch 19 & 20
	Wed	Nov 9	<b>Exam #3</b>	<b>1 hour exam covers Chapters 15-19</b>	Exams will be given in the COBA TACC Labs!
13	Mon	Nov 14	Hands-On Activity <b>Reading Quiz 13</b>	TBD Chapter 21 on Blackboard	
	Wed	Nov 16	Chapter 20	Benchmarking	#11 - Ch 21 & 22
14	Mon	Nov 21	Chapter 21 <b>Reading Quiz 14</b>	JIT and Lean Manufacturing Chapter 22 on Blackboard	
	Wed	Nov 23	Chapter 22	Implementing Total Quality Management	
15	Mon	Nov 28	Case Study	TBD	
	Wed	Nov 30	Class Wrap-up	<b>Last day of class!</b>	
16	Mon	Dec 5	<b>Final Exam</b> at regular class time	<b>90-minute exam covers Chapters 20-22 + selected comprehensive questions</b>	Exams will be given in the COBA TACC Labs!

**Note:** This is a tentative syllabus and the Professor reserves the right to make appropriate changes.



**Quality Planning and Control**  
OSCM 3339 Fall 2022



**Fall 2022 Academic Calendar:**

<b>Mar 28th</b>	Fall Registration Begins
<b>Aug 11th</b>	Last Day to Clear Students on Suspension/Probation as well as those with Insufficient Prerequisites
<b>Aug 12th</b>	Drops for Students with Unsatisfactory Academic Standing, Insufficient Prerequisites, and Prior Grades of C in the Course
<b>Aug 15th</b>	Financial Aid is Disbursed
<b>Aug 22nd</b>	Fall classes begin
<b>Aug 22nd-26th</b>	Late Registration (Fees are incurred)
<b>Sept 5th</b>	Labor Day Holiday - University Closed
<b>Sept 7th</b>	Fall Census Day  Note: This is the last day to register for classes. Payments are due by 5:00 pm.
<b>Sept 19th</b>	20 <sup>th</sup> Class Day  Note: Students who were given a payment deadline extension will be dropped at 5:00 pm if payment arrangements have not been made.
<b>Sept 30th</b>	Graduation application deadline for degree conferral
<b>Oct 28th</b>	Fall Drop/Withdrawal Deadline  Note: Student-initiated drops are permitted after this date, but the student is not guaranteed a grade of W. The faculty member of record will issue a grade of either W or F.
<b>Nov 11th</b>	Deadline to submit candidates' names for degree conferral
<b>Nov 24-25th</b>	Thanksgiving Holiday - University Closed
<b>Dec 1st</b>	Fall – Last day of classes
<b>Dec 2nd</b>	Dead day
<b>Dec 5-9th</b>	Fall Final Exams
<b>Dec 10-11th</b>	Fall Commencement
<b>Dec 14th</b>	Grades are Due
<b>Dec 15th</b>	Grades are posted to student records; students are notified of grades and academic standing
<b>Payment Deadlines</b>	For more information on payment deadlines, visit the <a href="#">Student Business Services Website</a>