



**Quality Planning and Control**  
OSCM 3339 CRN 11807 Fall 2020



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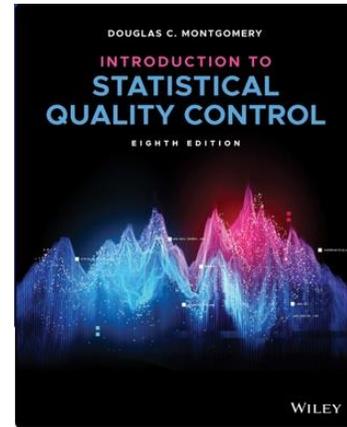
**Class Hours:** 100% Online, Asynchronous

**Virtual Office Hours:** TR 8:00-9:30 a.m., or by appointment

**Required Textbook:**

*Introduction to Statistical Quality Control* by Douglas C. Montgomery, Wiley, 8th Edition

Print ISBN: 978-1-119-39930-8



Welcome to the undergraduate Quality Planning and Control Course. Official information and all class materials for OSCM 3339, including grades, will be posted on Blackboard. You are responsible for reading and responding to “Announcements”, “Assignments”, “Assessments”, and any other online information concerning this course - **check your Blackboard accounts daily!**

**Course description**

One of the key factors that determine whether a product or service will be successful is quality. Firms in all industries are placing much emphasis on quality control, especially in light of recent catastrophic world events. Importantly, quality of a final product or service is the direct result of a series of quality control processes that are the basis of high quality outcomes. Quality management and control will vary from product to product. As such, “on the job” learning is not the objective of this course. It will focus, rather, on providing a foundation in quality tools and techniques that can be used and applied to all business processes, centering on a six-sigma approach. Statistical techniques are the core of those tools and techniques.

**Objectives:**

The major objective of this course is to provide each student with a sound understanding of the principles and the basis for applying selected methods for quality control and improvement in a variety of situations. In particular, by the end of this course, you will:

1. Understand the importance of process control, planning and inventory management.
2. Learn a wide variety of analytical techniques used in production and operations management.
3. Develop abilities to apply tools and techniques of Total Quality Improvement including, statistical process control, control charts, and quality function deployment techniques.
4. Know the practice of quality management and quality management tools in an organization.
5. Demonstrate an ability to utilize data gathering and analysis tools as related to process control and process capability.

**Prerequisite:** OSCM 3321 with minimum grade of D. May not be taken concurrently.



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### Lectures

Important material from the textbook, reference books, case studies, multimedia sources, and homework problem examples will be covered in class lectures. This class is 100% online, so class lectures will be delivered through short 10-15 minute lecture videos posted on Blackboard in the Lecture Videos content area. The detailed class outline, at the end of this syllabus, shows you exactly what activity and book chapters will be covered on each day of the entire summer session. I strongly recommend that you view and understand the lecture videos associated with each day in the outline, on that particular day, to stay on top of all the material that you will need to master for each exam. 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, through regular 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. Exams will generally be available for 24 hours, beginning on the date specified in the class outline. You may take an exam anytime during that 24-hour period. You must use Respondus Lockdown Browser to take the exam, 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 90 minutes to take the exam. You can save and exit the exam if you have some kind of issue or technology problem, but the 90-minute timer will keep running. Even 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 90 minutes of the time you started it, including any interruptions. 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 virtual office hours via Blackboard Collaborate. I may reach out to you via a voice call for something urgent. 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 example 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 properly 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 or overuse them.



- 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.
- Keep an “open-mind” and be willing to express even your minority opinion. Minority opinions will be respected.
- Think, pause, and edit before you push the “Send” button.
- Do not hesitate to ask for feedback.
- Be careful using humor – your perception of what is funny may be very different from someone else’s.

**Grading Policy:**

10 %	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 %	Participation and Engagement	<b>F</b> =	numerical grade $< 60$
35 %	Homework and other assignments		

**COURSE POLICIES**

**1. Electronic Devices**

All electronic devices (cell phones, tablets, camera containing devices, etc.) should be completely turned off during exams and should not be in the hands of students at any time during an exam. There will be absolutely no texting, phone calls, or social media interaction during exams. Such activity will be captured and recorded by Respondus Monitor and will constitute grounds for disqualifying an exam attempt, resulting in a grade of zero.

**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. Participation and Engagement**

Just as it would be in a face-to-face class setting, your personal participation and engagement in class activities is essential to your success in this class, and will be worth 10% of your overall grade. Your level of participation and engagement will be determined by:

- Completion of all class assignments
- Completion and level of engagement demonstrated in class discussion board posts
- Viewing of lecture video series as determined by “Lecture Keys.”

In each video lecture series (one associated with each text chapter), I will embed or mention a Lecture Key – a word, phrase or number, that is unique to that lecture series, at some random point in the lecture. I will post assignments calling for those lecture keys, as part of your participation and engagement score.

**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.**

### 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 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>



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**Class Hours: 100% Online, Asynchronous**

**Detailed Course Outline:**

Week	Day	Date	Subject	Discussion	HW
1	Mon	Aug 24	Class Intro Syllabus	Expectations for the course	
	Wed	Aug 26	Chapter 1 <b>Reading Quiz 1</b>	Quality Improvement Chapters 1 on Blackboard	
2	Mon	Aug 31	Chapter 1 <b>Reading Quiz 2</b>	Quality Improvement Chapter 2, on Blackboard	
	Wed	Sep 2	Chapter 2	The DAMAIC Process	#1 - Ch 2
3	Mon	Sep 7	Chapter 2 <b>Reading Quiz 3</b>	Six-Sigma Supplement and Example Chapter 3, on Blackboard	
	Wed	Sep 9	Chapter 3	Modeling Process Quality	
4	Mon	Sep 14	Chapter 3	Modeling Process Quality	#2 - Ch 3
	Wed	Sep 16	Chapter 1-3	<b>Review and Examples</b>	
5	Mon	Sep 21	<b>Exam #1</b> <b>Reading Quiz 4</b>	<b>90-minute exam covers Chapters 1-3</b> Chapter 4, on Blackboard	Take anytime from Noon, Sep 21 to Noon, Sep 22
	Wed	Sep 23	Chapter 4	Inferences about Process Quality	
8	Mon	Sep 28	Chapter 4 <b>Reading Quiz 5</b>	Inferences about Process Quality Chapter 5, on Blackboard	#3 – Ch 4
	Wed	Sep 30	Chapter 5	Methods and Philosophy of SPC	
9	Mon	Oct 5	Chapter 5 <b>Reading Quiz 6</b>	Methods and Philosophy of SPC Chapter 6, on Blackboard	#4 – Ch 5
	Wed	Oct 7	Chapter 6	Control Charts for Variables	
10	Mon	Oct 12	Chapter 6	Control Charts for Variables	#5 – Ch 6
	Wed	Oct 14	Chapter 6 Chapters 4-6	Control Charts for Variables <b>Review and Examples</b>	
11	Mon	Oct 19	<b>Exam #2</b> <b>Reading Quiz 7</b>	<b>90-minute exam covers Chapters 4-6</b> Chapter 7 - on Blackboard	Take anytime from Noon, Oct 19 to Noon, Oct 20
	Wed	Oct 21	Chapter 7	Control Charts for Attributes	
12	Mon	Oct 26	Chapter 7 <b>Reading Quiz 8</b>	Control Charts for Attributes Chapter 8 on Blackboard	#6 – Ch 7
	Wed	Oct 28	Chapter 7	Control Charts for Attributes	
13	Mon	Nov 2	Chapter 8 <b>Reading Quiz 9</b>	Capability Analysis Chapter 9, on Blackboard	
	Wed	Nov 4	Chapter 8	Capability Analysis	#7 – Ch 8



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15	Mon	Nov 9	Chapter 9	Cumulative Sum Control Charts	
	Wed	Nov 11	Chapter 9	Cumulative Sum Control Charts	#8 – Ch 9
16	Mon	Nov 16	Chapters 7-9	<b>Review and Examples</b>	
	Wed	Nov 18	<b>Exam #3</b>	<b>90-minute exam covers Chapters 7-9</b>	Take anytime from Noon, Nov 18 to Noon, Nov 19
17	Mon	Nov 23	<b>No Class</b>	Thanksgiving Holiday	
	Wed	Nov 25	<b>No Class</b>	Thanksgiving Holiday	
18	Mon	Nov 30	Lean	Overview of Lean Concepts and Processes	
	Wed	Dec 2	Other Tools	Overview of other Quality tools, techniques and standards	
19	Wed	Dec 9	<b>Final Exam</b>	<b>2 hour comprehensive exam</b>	Take anytime from Noon, Dec 9 to Noon, Dec 10

**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.

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



## Fall 2020 Academic Calendar:

<b>March 30th</b>	FALL Registration Begins
<b>Aug 14th</b>	Drops for Students with Unsatisfactory Academic Standing, Insufficient Prerequisites, and Prior Grades of C in the Course
<b>Aug 17th</b>	Financial Aid is Disbursed
<b>Aug 24th</b>	<b>Fall classes begin</b>
<b>Aug 24-28th</b>	Late Registration Period (Fees are incurred)
<b>Sept 7th</b>	Labor Day Holiday- University Closed
<b>Sept 9th</b>	Fall Census Day  <b>Note:</b> This is the last day to register for classes. If payment is not received by this day, students will be dropped.
<b>Sept 21st</b>	20 <sup>th</sup> Class Day  <b>Note:</b> Students who were given a payment deadline extension will be dropped at 5:00 pm if payment arrangements have not been made.
<b>Oct 2nd</b>	Graduation application deadline for degree conferral
<b>OCT 22nd</b>	Midterm Fall 2020 Grades Due
<b>Oct 30th</b>	Fall Drop/Withdrawal Deadline  <b>Note:</b> 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 13th</b>	Deadline to submit candidates' names for commencement program.
<b>Nov 26-27th</b>	Thanksgiving Holiday - University Closed.
<b>Dec 3rd</b>	<b>Fall - last day of classes.</b>
<b>Dec 4th</b>	Dead Day
<b>Dec 7-11th</b>	Fall Final Exams
<b>Dec 12-13th</b>	Fall Commencement
<b>Dec 16th</b>	Grades are Due
<b>Dec 17th</b>	Grades are posted to student records; students are notified of grades and academic standing