



**The University of Texas at El Paso
College of Business Administration
Syllabus
MGMT5346 Total Quality Management (CRN 28892)
Spring 2018**

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Objective of this course:

The main objective of this course is the Analysis of the philosophy and implementation of Total Quality, World Class, and Productivity Management. Students will be exposed to “real world” problems through the development of cases and the application of techniques and processes selected by class members. Participants will be exposed to different tools for the analysis, evaluation and implementation of different areas of Total Quality Management. Students will present cases where they will apply lessons learned

Prerequisites:

It is prerequisite of this class being enrolled in the Graduate School of the University of Texas at El Paso (UTEP). If you are not a student at the College of Business Administration permission from the advisor and the instructor may be required.

Books and Materials:

The main book that will be used is:



Quality & Performance Excellence
Management, Organization, and Strategy, 8th Edition

By
James R. Evans
CENGAGE Learning © 2017
ISBN: 978-1-662222-3

There will also be readings posted in Blackboard in this course page and the instructor page (<http://faculty.utep.edu/ibarreche>) about several topics.

Process:

There will be twelve sessions detailed in the course content section of this syllabus. These meetings will take place twice a week on Tuesdays and Saturdays in room 520B of Graduate Business center (GBC). There will be a section in the class page to communicate announcements and changes, if any, to the schedule. **Read these announcements every session to follow the pace of the course.**

This is a graduate class, therefore I expect students to behave like professionals during class and in all related activities. I also expect students to have read the reading assignments and have resolved the cases at the end of each chapter before coming to class.

Each class will have three basic elements:

1. Lectures that will cover applications of the topics covered in each chapter of the book or assigned readings. There will be, when appropriate, guest lecturers and advanced notice will be given to the group, so that students can have guest for these lectures.
2. A discussion of the cases at the end of each assigned chapter. Bring your notes and the files you sent to the instructor for these discussions.
3. A report on the progress of the group projects as mentioned in the section of activities bellow.

At the end of the course, there will be student project presentations. These projects will be real situations that students detect and consider that could be improved using the tools and techniques studied in this class. Teams will be between three and five students and is highly recommended to find as much diversity as possible within the membership of the team. During the oral presentation, each member should participate and the group grade will be based on the quality of the presentation and the coordination of the team.

Evaluation:

This course will be evaluated on a 100 point scale. The final letter grade for the course will be determined as follows: 90 points to 100 points corresponds to an "A"; 80 points to 89.99 points corresponds to a "B"; 70 points to 79.99 points corresponds to a "C"; and less than 70 points corresponds to a grade of "F."

Following is a table with points assigned to each activity:

Activity	Percentage
Individual Assignments (Exercises and cases)	35
Individual Participation	10
Group Case (Presentation)	20
Group Cases (Report)	25
Group Members Assigned Grade	10
Total	100

Each group member will assign a grade for participation in the team project to the other members of the team. These evaluations will be done through individual e-mails sent to the instructor during the last week of classes. These e-mails should include the evaluation (scale A to F) of the rest of members of the team where the student participated. Please **do not include yourself** in the evaluation.

Academic Dishonesty

The following are the standards for Academic Dishonesty at UTEP:

Any student who commits an act of scholastic dishonesty is subject to discipline. Scholastic dishonesty includes, but is not limited to cheating, plagiarism, collusion; the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, and any act designed to give unfair advantage to a student or the attempt to commit such acts. Proven violations of the detailed regulations, as printed in the Handbook of Operating Procedures (HOP) and available in the Office of the Dean of Students and on the home page of The Dean of Students at Student Affairs, may result in sanctions ranging from disciplinary probation, to failing grades on the work in question, to failing grades in the course, to suspension or dismissal among others.

Students with Disabilities

As per Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, if a student needs an accommodation then the Office of Disabled Student Services located at UTEP need to be contacted. If you have a condition, which may affect your ability to perform successfully in this course, you are encouraged to discuss this in confidence with the instructor and/or the director of the Disabled Student Services. You may call 915-747-5148 for general information about the American with Disabilities Act (ADA) and the rights that you have as a UTEP student with a disability.

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 (X 5611) or 9-1-1. For more information on campus carry, see

<http://sa.utep.edu/campuscarry/> ; for more information on overall campus safety, see <http://admin.utep.edu/emergency> .

Guidelines and Recommendations:

1. Be prepared for class discussion. Participate actively in the class and bring your own experiences.
2. If for any reason you will not be able to attend class, inform the instructor.
3. Teams will be formed in session three. Try to find team members with different backgrounds than yours using the rules mentioned in the process section of this syllabus.
4. All assignments should be posted in Blackboard in the course page:
 - a. Post assignments including in the file your full name and the session for the assignment in a cover document
 - b. Include assignments as attachments using the following nomenclature for the file name:
 - i. In weekly assigned cases, name the file starting with S##, where ## stands for the session number (always use two digits), then your last name, followed by a period and, your first initial. For example if I was the one sending the attachment for cases in Session 1 the file name would be S01Ibarreche.S.docx.
 - ii. Assignments are required beginning in session 2. The deadline for assignments is the day before class at midnight.
 - iii. In the final report, use the same system but start with the letters TM and the team number. You will have to name among the members of each team a person responsible for doing this. Assuming I was a member of team 12 the attachment name would be TM12Ibarreche.S.docx.
 - c. If you want to send other communications or comments, start the subject line with MGMT5346 and then put your subject, In these cases, please send correspondence to sibarr@utep.edu .
5. The subject of the cases that can be used in this class are varied and you are encourage to find issues at your workplace or general activities that could be improved with Quality and Performance Excellence tools and use them as the basis for developing the projects. Be sure to have a release form (ask the instructor) if you are using private information.
6. Have fun and Learn!

Content and Activities:

Date and Topic	Assignments
Session 01 - 04/17/2018– Introduction to quality and Performance excellence	Chapter 1; Cases: The reservation nightmare, Nashville Custom Guitars, Bishop’s Seafood
Session 02 - 04/21/2018 Frameworks for Quality and Performance Excellence	Chapter 2; Cases: The technical support clerk, Nashville Customs Guitar revisited, Tech Smart Electronics, Can six Sigma work in healthcare?
Session 03 - 04/24/2018 Tools and Techniques for Quality Design and Control	Chapter 3; Group Formation Cases: Service Processes at Orbitz; The State University Experience; Scott’s Fitness Center; King Community College Food Service Program; The HMO Pharmacy crisis
Session 04 - 04/28/2018 Tools and Techniques for Quality Improvement	Chapter 4; Cases; The State University Experience Revised; Burger Business machines; Tati, Inc.
Session 05 - 05/01/2018 Competitive Advantage and Strategic Management for Performance Excellence	Chapter 5; Readings Cases The Morgan Company; Consolidated metal Works; the State national Bank
Session 06 - 05/05/2018 Quality in Customer- Supplier Relationships	Chapter 6; Cases: Bishop’s Seafood; The case of the Missing Reservation; Pauli’s Restaurant and Microbrewery; The Campus Food court
Session 07 - 05/08/2018 Designing Organizations for Performance Excellence	Chapter 7; Cases; Masterson Ad Agency; You want us to work with marketing?; Patterson Auto Sales and Service, Revised
Session 08 - 05/12/2018 Quality Teamwork	Chapter 8; Project Preliminary Report Cases: Golden Plaza Hotel; Landmark Dining Team Processes.
Session 09 – 05/15/2018 Engagement, Empowerment, and Motivation	Chapter 9; Cases: The Frustrated Manager; Carla’s Quick Service Restaurant Job; The MBA Candidate
Session 10 – 05/19/2018 Leadership and Performance Excellence	Chapter 10; Where’s the Leadership? Leadership at Advocate Good Samaritan Hospital, Situational Leadership in Action

Date and Topic	Assignments
Session 11 – 05/22/2018 Performance Excellence and Organizational Change	Chapter 11; Cases: A Tale of two Companies, The Parable of the Green lawn, St. Luke’s Hospital;
Session 12 – 05/26/2018 Presentations of Projects and final report	Projects Oral Presentation Written Report of project due at midnight 05/26/2018

This is a plan, as in any plan there may be changes. Please be sure to check for announcements in the Blackboard section of this course.