



Syllabus

Basic Information

Dr. Hardy L DeLay IV

OFFICE: Online

OFFICE PHONE: 706-934-4303

E-MAIL: delay_h@utpb.edu

OFFICE HOURS: By appointment

This course is a Web Course and is conducted within Canvas <http://utpb.instructure.com>

NOTE: The due dates and times for the activities will adhere to the Central Time Zone.

Course Description

Course Catalog Description:

This course covers the principles of quality management to include basic probability and statistics concepts, control charts for attributes, sampling plans, quality audits and cost. Both quantitative and qualitative perspectives are presented.

Measurable Learning Outcomes:

By the end of this course, students will be able to:

- Understand Quality Concepts
- Design and Assure Quality
- Implement Quality
- Forever Improve the Quality System

The case study approach is used to examine much of the material and includes oral presentations, critiques, and written reports.

Prerequisites:

MNGT 2342

Required Materials:

Required Text:

Managing Quality 6th edition by Foster ISBN: 978-0-13-379825-8

Important Academic Dates

UTPB [Academic Calendar](#)

Course Overview

Exams:

There will be 3 quizzes and 1 final exam. All quizzes are 75 minutes and are open book/open notes. The final exam 120 minutes. All exam questions are multiple choice – true/false drawn from a test bank that consists of over 100 questions per chapter.

Assignments:

There are 8 discussion posts, which requires 2 replies to other student's posts

Research Projects:

There is one research paper.

Grading:

Your final grade is based on: 3 quizzes worth 100 points each for 30% of your grade, the Final exam is 100 points for 10% of your grade, 8 - 20 point Discussions for 10% of your grade, and a Project Assignments for 50% of your grade.

**Unless otherwise stated, all materials, activities, and assessments are required and are not optional.*

Grading Scale:

Grade Range	Letter Grade
90 and above	A
80 to 89	B
70 to 79	C
60 to 69	D
Less than 59	F

Communication, Grading & Feedback:

Preferred method of contact is through the UTPB email system. That means **DO NOT USE CANVAS TO EMAIL YOUR PROFESSOR!** Students should expect to receive a reply to your email within 24 hours. Assignments should be graded and brought up to date a minimum of once a week. Student feedback on performance will be based on the graded assignments.

You can check your grades by going to **Grades**. If there is any discrepancy in the grades, you must contact me prior to the next exam to discuss any issues. Once the next exam has been assigned all previous grades will be frozen. I will provide individual feedback or a general feedback in the performance of the course activity if required. All assignments will be due by 11:59 PM (just before midnight) on the due date. All exams will be due by 11:59 PM (just before midnight) on the due date. All date shown in CANVAS are due dates unless otherwise stated. Failure to submit your work in proper form by the due date/time will result in “0” points for the assignment. All exams will be made available from the beginning of the semester to the due date and are open book/open notes.

Time Management:

I have learned that no two students learn the same way or have to spend the same amount of time on the assignments as others. I have had students finish this material in four weeks with an A, and others that just barely passed in seven weeks.

As Suggested by REACH: “A student should expect to spend three hours on preparation and learning assignments for every semester credit hour. If a class is a 3-semester credit hour class, it is expected that a student should spend about 9 hours out of class on assignments in addition to 3 hours of in-class time for a total of about 12 hours per week to obtain an "A" in a class. It is important to develop a Time Management Plan to be successful.” This suggestion may or may not apply to you.

DISCUSSIONS	WEEK 1	10%	100%
	WEEK 2		
	WEEK 3		
	WEEK 4		
	WEEK 5		
	WEEK 6		
	WEEK 7		
	WEEK 8		
RESEARCH	WEEK 6	50%	
QUIZ 1	WEEK 3	30%	
QUIZ 2	WEEK 5		
QUIZ 3	WEEK 7		
FINAL EXAM	WEEKS	10%	

Policies

- 1. Discussion Board:** Discussion Board is primarily for discussing course related topics and issues.
Best practices are:
 - a. Read all message postings in online discussion.
 - b. Respond to the question directly
 - c. Reply to minimum of two other student's posts in each module 1-8. (This means for each module discussion question, you must respond to two posts from other students.)
 - d. Use a person's name in the body of your message when you reply to their message.
 - e. Avoid postings that are limited to 'I agree' or 'great idea', etc.
 - f. Ensure responses to questions are meaningful, reflective.
 - g. Support statements with concepts from course readings, refer to personal experience, examples.
 - h. Follow **Rules of Behavior**.
- 2. Rules of Behavior:** Discussion areas are public to every student in this class (including your instructor) who will see what you write. Please pay attention to the language you use and adhere to the following guidelines:
 - a. Do not post anything too personal.
 - b. Do not use language that is inappropriate for a classroom setting or prejudicial in regard to gender, race, or ethnicity.
 - c. Do not use all caps in the message box unless you are emphasizing (it is considered shouting).
 - d. Be courteous and respectful to other people on the list
 - e. Do not overuse acronyms like you would use in text messaging. Some of the list participants may not be familiar with acronyms.
 - f. Use line breaks and paragraphs in long responses.
 - g. Write your full name at the end of the posting.
 - h. Be careful with sarcasm and subtle humor; one person's joke is another person's insult.
- 3. Make-Up/Late Submission Policy:**
All course activities must be submitted before or on set due dates and times. NOTE: The due dates and times for the activities will adhere to the Central Time Zone.
- 4. Academic Dishonesty/Plagiarism/Cheating:** The academic community regards academic dishonesty as an extremely serious matter, with serious consequences. Any effort to gain an advantage not given to all students is dishonest whether or not the effort is successful. Any suspicion of academic dishonesty will be reported and investigated. A student who engages in scholastic dishonesty that includes, but is not limited to cheating, plagiarism, and collusion will receive an "F" for the course.

All persons involved in academic dishonesty will be disciplined in accordance with University regulations and procedures. For complete information on UTPB student conduct and discipline procedures consult the university's handbook at: <http://ss.utpb.edu/dean-of-students/scholastic-dishonesty/>

Academic dishonesty includes, but is not limited to cheating, plagiarism, collusion, falsifying academic records, misrepresenting facts, 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, any act designed to give unfair advantage to a student such as, but not limited to, submission of essentially the same written assignment for two courses without the prior permission of the instructor, or the attempt to commit such acts.

Plagiarism includes, but is not limited to the appropriation of, buying, receiving as a gift, or obtaining by any means material that is attributable in whole or in part to another source, including words, ideas, illustrations, structure, computer code, other expression and media, and presenting that material as one's own academic work being offered for credit.

- 5. Attendance and Class Participation:** Regular and active participation is an essential, unmistakably important aspect of this online course. Students will log on a minimum of three times every seven days. All students are expected to do the work assigned, notify the instructor

when emergencies arise.

6. **Tracking:** The learning management systems have a tracking features. Statistics are collected that quantifies how often and when students are active in the course and provides information if the student has accessed different pages of the course.
7. **Absenteeism:** All the course activities have set dates to be completed and submitted. After the due dates the activities will not be available for the students. Not logging into an online course is considered absenteeism. Contact instructor immediately in case of emergency medical situation.
8. **Course Incomplete/Withdrawal/Grade Appeal:**
All students are required to complete the course within the semester they are signed up. Incomplete grades for the course are rarely given, will only be granted if the student provides a valid, documented excuse for not being able to complete the course on time, and has contacted the instructor prior to the scheduled last class to request an extension. The student signs a contract that includes the incomplete course activities and the new due dates. Find information and dates regarding drops and withdrawals consult the University Handbook: [Drops and Withdrawals](#) and [Appeal Process](#).

Find information and dates regarding drops and withdrawals at <http://www.utpb.edu/services/academic-affairs/office-of-the-registrar/adds-drops>

For grade appeal process go to <http://www.utpb.edu/campus-life/dean-of-students/grievances>.

NOTE: The due dates and times for the activities will adhere to the Central Time Zone.

Accommodation for Students with Disabilities

Students with Disabilities: The University of Texas Permian Basin in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act provides “reasonable accommodations” to students with disabilities. Only those students, who an Instructor has received an official Letter of Accommodation (LOA) sent by the Office of ADA for Students, will be provided ADA academic accommodations.

ADA Officer for Students: Mr. Paul Leverington

Address: Mesa Building 4242 /4901 E. University, Odessa, TX 79762

Voice Telephone: 432-552-4696

Email: ada@utpb.edu

9. For the accessibility and privacy statements of external tools used within courses, go to [Accessibility and Privacy Statements](#).

Computer Skills, Technical & Software Requirements

Student will need to create word processing and PowerPoint documents, save files, submit files.

Students can use cloud version of Word, PowerPoint and other Microsoft products through use of their UTPB Outlook 365 and UTPB email address. For more information refer to [UTPB Office 365 Page](#).

Computer Technical Requirements: Information at <http://www.utpb.edu/online/reach/technical-requirements>

Online Student Authentication

UTPB requires that each student who registers for a distance course is the same student who participates in, completes, and receives credit for the course. UTPB's Distance Education Policy requires faculty members to employ at least two methods of verification to ensure student identities. To access online courses students must login to the UTPB learning management system using their unique personal identifying username and secure password. UTPB's Distance Education Policy requires at least one additional student identification method within the course that has been determined and approved by the faculty or academic program. This process will be to follow the instructions that are spelled out below and at the top of the MODULE page. It states the following:

Acceptable forms of picture ID:

Passports, government issued identification, driver's licenses, military ID from DoD; dual credit and early college high school students use school district identifications.

Please provide:

1. *A clear image of yourself*
 - *In color*
 - *Well lit, and no shadows on your face or your ID that can obscure your image*
 - *Must be taken recently to reflect your current appearance*
 - *Taken in full-face view directly facing the camera*
 - *With a neutral facial expression and both eyes open*
2. *Then a picture of your ID with only your name and picture showing (Picture ID card in which the **ID number has been covered (tape over any numbers)**).*

I just need to see you, then the image of you on the card with your name.

Make sure to attach both image files in either JPEG or PNG format to the assignment BEFORE you submit it.

Preparation for Emergencies

Computer Crash: Not having a working computer or a crashed computer during the semester will NOT be considered as an acceptable reason for not completing course activities at a scheduled time. NOTE: Identify a second computer before the semester begins, that you can use when/if your personal computer crashes.

Complete Loss of Contact: If you lose contact with course connectivity completely (i.e. you cannot contact me via Canvas or email), you need to call instructor, and leave message regarding connectivity loss and contact information.

Lost/Corrupt/Missing Files: You must keep/save a copy of every project/assignment on an external drive, UTPB Outlook 365 OneDrive, or personal computer. In the event of any kind of failure (e.g. virus infection, student's own computer crashes, loss of files in cyberspace, etc) or any contradictions/problems, you may be required to resubmit the files.

End-of-Course Evaluation & Instructor Evaluation

Every student is encouraged to complete an end-of-course evaluation/survey provided by UTPB. During the last few weeks of class, you will receive an announcement through email notifying you that the Course/Instructor Survey is available. You may follow the link in the email to complete the survey using the same credentials to access your courses here. When entering the emailed Survey link you will see a list of surveys for you to complete. Another way to find End-of-Course Evaluations is through you my.utpb.edu account > My Surveys & Evaluations are on the first page after you login.

The survey is anonymous and your responses are confidential. Your feedback is critical to us and to your instructor as we strive to improve our offerings, and our support of you, the students.

Student Support Services

SERVICE	CONTACT
ADA Accommodation/Support	Testing Services & Academic Accommodations Department (432) 552-2630 http://www.utpb.edu/academics/undergraduate-success/TSAAD
Advising	UTPB E-Advisor at http://www.utpb.edu/academics/undergraduate-success/academic-advising-center/e-advisor
Bookstore	(432) 552-0220 http://www.bkstr.com/texas-permianbasinstore/home
Email, Outlook 365, my.utpb.edu	Information Resources Service http://www.utpb.edu/services/ird
Financial Aid and Scholarship	(432) 552-2620 http://www.utpb.edu/campus-life/financial-aid
Library	(432) 552-2370 The J. Conrad Dunagan Library Online at http://library.utpb.edu/
Registrar	(432) 552-2635 http://www.utpb.edu/services/academic-affairs/office-of-the-registrar
Student Services	http://www.utpb.edu/campus-life/dean-of-students
Technical Support	Canvas 1-866-437-0867 https://guides.instructure.com/
Tutoring & Learning Resources	If you are taking courses through UTPB the following links provide services: Smarthinking Online Tutoring (provides tutoring services), SmarterMeasure (measures learner readiness for online course). http://www.utpb.edu/online/reach/smarthinking-online-tutoring

Disclaimer & Rights

Information contained in this syllabus was to the best knowledge of the instructor considered correct and complete when distributed for use in the beginning of the semester. However, the instructor reserves the right, acting within the policies and procedures of UTPB to make changes in the course content or instructional techniques without notice or obligation. The students will be informed about the changes, if any.

Copyright Statement

Many of the materials that are posted within UTPB courses are protected by copyright law. These materials are only for the use of students enrolled in the course and only for the purpose of the course. They may not be further retained or disseminated.

Assignments cannot be duplicated from other student's work and must be your own work. Plagiarism is not allowed. All assignments submitted for credit will be exposed to **TURN IT IN** software to be checked for plagiarism. If your work is duplicated from another student's assignment, you will be subject to the university's policy for academic dishonesty.

Assignments	Points Available	Due Date		
DISCUSSION 1	20	WEEK 1	10%	100%
DISCUSSION 2	20	WEEK 1		
DISCUSSION 3	20	WEEK 1		
DISCUSSION 4	20	WEEK 1		
DISCUSSION 5	20	WEEK 1		
DISCUSSION 6	20	WEEK 1		
DISCUSSION 7	20	WEEK 1		
DISCUSSION 8	20	WEEK 1		
RESEARCH	100	WEEK 6	50%	
QUIZ 1	100	Sep 12	30%	
QUIZ 2	100	Sep 26		
QUIZ 3	100	Oct 6		
FINAL EXAM	100	Oct 15	10%	