Instructor Information

Instructor: Elizabeth Hobbs  
Office Location: Remote  
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Office Hours: You may call or text me between the hours of 8am and 8pm  
Preferred Method of Contact: Email or text message

Course Details

ACTS Equivalent Course Number:

Prerequisites and/or Corequisites: None

Location: NET NET

Course Description: This course is designed to provide a comprehensive foundation for the implementation of quality management, improvement process, and tools for quality management are stressed.

Credit Hours: 3.0

Course Objectives/Learning Outcomes

- Students will develop an understanding of the concepts, theories, and principles
Students will apply general principles for implementing quality management in an organization as it differs between TQM and traditional management.

Students will use the basic problem solving tools - fishbone diagrams, flow charts, scatter diagrams, run charts, control charts, and Pareto diagrams.

Students will develop an understanding of the steps in selecting, completing, and implementing an improvement project.

Institutional Learning Outcomes: Core Competencies

East Arkansas Community College has identified four core competencies that all EACC Associate Degree graduates will possess upon completion of a program of study at EACC. These core competencies have been developed by the Student Learning Committee in conjunction/consultation with faculty and students. These competencies are a "work in progress" which, as applied to student learning, will be reviewed, revised, added to, and edited. These four competencies as listed below will ensure that our graduates will be informed and committed citizens, valued employees, and prepared transfer students.

- Communication: Communication is an effective use of common systems of symbols, signs, and behaviors to exchange information between individuals/groups.
  - Key Indicators
    - Read, comprehend, and follow directions
    - Write clearly and effectively
    - Listen effectively
- Organize ideas and speak clearly and logically
- Critical Thinking: Critical Thinking is a purposeful, outcome-directed process that aims to make judgments based on facts and principles.
  - Key Indicators
    - Analyze information
    - Interpret graphical and numerical data
    - Demonstrate information fluency
    - Solve problems
- Persona/Global Awareness; Personal/Global Awareness is a conceptual understanding of diverse cultures based upon an applicable knowledge of global and individual perspectives.
  - Key Indicators
    - Evaluate personal knowledge and abilities
    - Demonstrate appropriate social skills
    - Manage personal health and wellness
    - Demonstrate an appreciation for the arts and sciences
    - Cultivate an appreciation for diversity and global issues
- Academic/Professional Proficiency: Academic Proficiency/Professional Development is the acquisition, discovery, and application of knowledge achieved over a period of time supporting academic success, workplace skills, professionalism, and lifelong learning.
  - Key Indicators
    - Demonstrate practical application of knowledge
    - Master adequate technical and computer skills
    - Acquire workplace skills
    - Develop and maintain a professional attitude
    - Become motivated to pursue lifelong learning

Division Outcomes
Business Division Objectives

1. Students will communicate effectively in a business environment.

2. Students will use data for business decision making.

3. Students will develop a global business perspective.

4. Students will acquire business vocabulary and demonstrate workplace skills.

Required Texts and Materials

Title: Quality & Performance Excellence
ISBN: 9781305662223

Description: Packed with relevant, real-world illustrations and cases, QUALITY AND PERFORMANCE EXCELLENCE, 8e presents the basic principles and tools associated with quality and performance excellence through cutting-edge coverage that includes the latest thinking and practices from the field. This proven text has three primary objectives: familiarize students with the basic principles and methods, show how these principles and methods have been put into effect in a variety of organizations, and illustrate the relationship between basic principles and the popular theories and models studied in management courses. Extremely flexible and student friendly, the text is organized according to traditional management topics, helping students quickly see the connections between quality principles and management theories. Excellent case studies give students practical experience working with real-world issues. Many cases focus on large and small companies in manufacturing and service industries in North and South America, Europe, and Asia-Pacific. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Authors: James R. Evans
Publisher: Cengage Learning
Additional Suggested Materials

This class is an Online class and requires the student to have good working internet access.

Instructional Methods

1. Lecture
2. PowerPoint presentations
3. Group Discussions and Case Studies
4. Tests and Assessments

Late Work Acceptance

All Assignments are available to the student on the first day of class. All work must be completed by the last day of class. The student has the opportunity to work at their own pace but must discipline their time. There is no late work in this class unless it is not completed by the end of class whereas the student will fail the class.

Lab/Clinical Activities

N/A

Evaluation/Grading

There are 12 Graded Tests in this class that make up the grade.

11 Chapter Tests have 25 questions each and are worth 100 points each.

The Final Exam has 50 questions and is worth 200 Points.
There will be Discussion Questions added for Bonus Points based on the Textbook Material.

There are a total possible points of 1300 points for this class.

**Grading Scale**

91 to 100 = A

81 to 90 = B

71 to 80 = C

61 to 70 = D

60 and Below = F

**Course Content/Outline**

Part I: Foundations of Quality and Performance Excellence

Chapter 1 – Introduction to Quality and performance Excellence

Chapter 2 – Frameworks for Quality and Performance Excellence

Chapter 3 – Tools and Techniques for Quality Design and Control

Chapter 4 – Tools and Techniques for Quality Improvement

Part II: Performance Excellence, Strategy, and Organizational Theory

Chapter 5 – Competitive Advantage and Strategic Management for Performance Excellence

Chapter 6 – Quality in Customer-Supplier Relationships

Chapter 7 – Designing Organizations for Performance Excellence
Part III: Performance Excellence and Organizational Behavior

Chapter 8 – Quality Teamwork

Chapter 9 – Engagement, Empowerment, and Motivation

Part IV: Leadership and Organizational Change

Chapter 10 – Leadership for Performance Excellence

Chapter 11 – Performance Excellence and Organizational Change

Attendance Policy

Regular class attendance and punctuality are important parts of the educational process and are required at EACC. All arrangements for a class absence are to be made with the instructor. It is the student's responsibility to initiate these arrangements, and it will be the instructor’s decision to accept or reject make-up work.

Students must log on to their online courses by 11:59 PM on 11th day of classes Census Date listed on the academic calendar on the College’s website. Students who do not log on by the 11th day Census Date deadline or who log on AFTER the 11th day deadline will be dropped as a no-show. In addition, if a student logs on to an online class, EVEN ONE TIME, s/he is counted as having attended class, and must go through the formal drop process on EACC's campus in order to drop the class.

Students enrolled in an online course are required to maintain active participation as defined in the course syllabus. Students that fail to maintain substantive interaction with the instructor and active engagement in the course will be reported to “Early Alert” by the instructor and will be contacted by Student Services.
Dropping a Course

A student interested in dropping a course is encouraged to first talk with the course instructor and his or her academic advisor. Students may drop a course through the online drop procedure in myEACC. The instructor will assign a grade based on the date of drop. Please see the current Academic Calendar for relevant deadlines. Students needing additional directions may refer to the EACC Student Catalog or visit with a representative in the Registrar's office.

Withdrawing from Class

A student interested in complete withdrawal from the College may repeat the drop procedure until withdrawn from all courses for that semester. Students are encouraged to speak with course instructors and their academic advisor before proceeding with complete withdrawal from the College. Grade assignment for withdrawal will remain consistent with individual drop procedures outlined in the Dropping a Course section of the Catalog. A student who ceases to attend classes without officially withdrawing will be subject to the same actions as a student who fails to meet the requirements for class attendance. Students needing additional directions may refer to the EACC Student Catalog or visit with a representative in the Registrar's office.

Classroom Rule of Conduct

Instructors have the primary responsibility for control over classroom instruction and behavior and may order temporary removal or exclusion of students who disrupt the class or who violate the general policies of the College.

Disruptive conduct shall include, but is not limited to, any intentional interference with classroom procedure, the presentation of the instructor, and/or other students, or with other students’ rights to pursue and engage in course work.

If student misconduct occurs in the classroom and is disruptive of teaching and/or classroom procedure, the instructor has the discretion to ask the student to leave the room. If assistance to remove the student is needed, the instructor should contact campus security.
If the desire of the instructor is to dismiss the student permanently from the class, the appropriate Associate Vice President, the Vice President for Academic Affairs, and the Vice President for Student Affairs should be informed and will take appropriate action.

If a student walks out of class at any time before class is dismissed, the instructor may consider this a disruption of the class. This behavior will be noted and may result in the student being counted absent for the entire class period. Disruptions of class, including walking out of class before dismissal, may result in the student being asked to withdraw from the class.

See the EACC student handbook for more information. Online students are expected to maintain similar standards of behavior as appropriate in an online environment.

If student misconduct occurs outside of the classroom, the College employee may act with discretion to deal with the misconduct or contact Campus Security and the Dean of Student Services, informing them of the problem. Any member of the College community may file a formal or informal complaint against any student for misconduct. Further information regarding the Student Code of Conduct can be found in the EACC Student Handbook.

**Academic Integrity**

The following misconduct is or may be subject to disciplinary action: all forms of student academic dishonesty, including cheating, fabrication, facilitating academic dishonesty, and plagiarism. Cheating means intentionally, recklessly, or negligently using or attempting to use unauthorized materials, information, or study aids in any academic exercise, activity, or project of any description, or assisting another student in the use of such unauthorized materials. Cheating includes plagiarism, which is an extremely serious violation of academic integrity.

East Arkansas Community College defines plagiarism as follows: “Plagiarism includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any
other means another’s work and the submission of it as one’s own academic work offered for credit.” Plagiarism can occur in a myriad of forms and media. Although most commonly associated with writing, all types of scholarly work, including computer code, music, scientific data and analysis, and electronic publications can be plagiarized.

When a student commits an act of academic dishonesty, one or more of the following sanctions may be imposed:

1. The student may receive an “F” for the assignment, test, or paper.
2. The student may receive an “F” for the course. The student may not withdraw from the course except with a grade of “WF.”
3. The student may be expelled from the class by the appropriate college officials.
4. The student may be suspended from the college for a definite period of time by the appropriate college officials.
5. The student may be expelled from the college by the appropriate college officials.

**Disability Accommodations**

Students with disabilities who wish accommodations should contact the Students with Disabilities Coordinator located in the Hodges Student Services Complex. The admissions procedures for the Office for Students with Disabilities are as follows:

1. Student must provide the ADA contact with appropriate documentation giving evidence of a bonafide disability.
2. If necessary, the student will sign a release of information form to obtain documentation of disability.
3. Student will fill out an application for disabled student services.
4. The ADA contact will evaluate the needs of the student and inform him/her of accommodations which will be provided.
5. The Students with Disabilities Coordinator will inform instructors, Student Support Services, or other College personnel as appropriate for necessary accommodations.
Disclaimer

Faculty members reserve the right to alter the course syllabus as circumstances dictate. Any changes will either be announced in class or posted on a course website. Any student not attending class is responsible for obtaining this information.

EACC Mission Statement

We provide affordable, accessible learning opportunities to promote student success and strengthen our community.

EACC Vision Statement

Through our service as an academic and economic leader, we will empower students and our community to succeed through business and industry partnerships, cultural enrichment, and educational programming.