

Course Syllabus

Spring 2019

ET 476 – Quality Control Managerial Concepts

3 credit hours

Science and Technology Center

Monday, Wednesday & Friday 9:00 p.m. – 9:50

Instructor: Antonio Brownlow

(662) 254-3411
abrownlow@mvsu.edu

Catalog Description: (From 2017-2019 Undergraduate Catalog)

ET 476 – Quality Control (Managerial Concepts) – A study of those aspects of a company which management decision weighs heavily on the efficacy of the quality system; the relations between manager-employee, and top-management-mid-management as they pertain to policies, budgets and attitudes; the extent to which management exercises their functions of planning, organizing, leading, and controlling activities. Prerequisites ET 374. (3)
Lecture 3 hours, Total 3 hours per week.

Purpose of this Course: As the title indicates, this course introduces the student to quality control managerial concepts and how these concepts and principles are used in the total management process to produce desired quality in both production and service operations. Student will participate in specific tasks as in the development and implementation of activities that relate to quality.

Textbooks: *Quality Management for Organizational Excellence: Introduction to Quality 7th Edition* David L. Goetsch, Stanleh Davis, ISBN – 13: 978-0-13-255898-3, ISBN 10: 0-13-255898-X

Course Competencies: Upon completion of this course and successfully completing all requirements student should be able to:

- Define and explain quality and “The Total Quality Approach”
- Explain the relationship between quality and competitiveness
- List the characteristics of a world class organization
- Define Strategic Management
- Conduct a SWOT Analysis
- Explain the role that values play in a total quality setting
- Describe the steps involved in laying the groundwork for a quality culture
- Explain the role of the customer in a total quality setting
- Explain the total quality philosophy of training
- Explain ISO 9000's Objective
- Explain the primary objectives of Lean
- Define Lean Six Sigma
- Define JIT/Lean

Course Requirements for ET 476:

A number of instructional strategies are used in this course including lecture, collaboration, discovery learning, research project (written document). Students are encouraged to use critical thinking, deductive reasoning, problem solving and reflection to develop an understanding of the material covered.

Course requirements include the following:

- course textbook
- pens and paper at all times
- complete all required assignments/presentation by date assigned
- be prepared to take quiz at anytime (will not necessarily be announced)
- participate in questions and answer sessions
- read the textbook and become extremely knowledgeable of assigned chapters

Office Hours and Responses to Email and Telephone Inquiries: Office hours are from 8:00 A.M. to 4:00 P.M. Monday through Friday. However, hours posted for class are the only hours I will not be available in my office. Specific times may be arranged with the instructor by calling (662) 254-3410 or 3411.

Grade Standards and Weights for ET 476:

AT 476	
A	90 – 100
B	80 – 89
C	70 – 79
D	60 – 69
F	59 and below

Class Attendance & Constructive Participation	15%
Presentations or Research Paper	20%
Quizzes & Exams	25%
Mid-term & Finals	25%
Homework Assignments	15%

Class Policies:

Attendance: Students are expected to attend class. ET 476 is a three (3) semester hours course therefore, a student can only accumulate five (5) none excuse absents before they automatically lose **(5) five points** from their final grade. Any student that has seven (7) unexcused absentes will automatically drop one letter grade. Any student with nine (9) or more absentes will automatically fail this class. Past experience shows the performance of students who do not attend class is less satisfactory than is the performance of students who do attend class. Students are responsible and accountable for all information in lectures and all modifications to assignments presented in class. If a student misses a class, he or she is responsible for the material missed.

Punctuality: Every student is expected to practice professional time management skills and report to class on time. Students who arrive within the first two (2) minutes are considered to be on time. All students who show up after the two (2) minute allotted time are considered late. A student who accumulates three (3) late arrivals will be assigned one (1) absentee. All students who show up (10) ten minutes late are considered absent, but are allowed to stay in the class. Individual students who exhibit a pattern of habitual tardiness may be refused entrance to the class on the occasion of a late entrance.

Disruptive Behavior: Using cell phones in my class is considered disruptive behavior.

- The use of cell phones or smart watches during class is considered disruptive behavior. Students caught using cell phones or smart watches may have points deducted from that next test or presentation (also see electronic devices below).

- **Effective learning environments require the attention and positive contribution of both student and teacher. Sidebar or loud conversations, jokes, laughter, pranks, etc., between and among students in the classroom while class is in session are disruptive to the learning environment.**
- **No food or drinks are allowed in this classroom.**
- **Students smelling like marijuana or alcohol is also considered disruptive behavior. If students enter the class reeking of one of these smells they will be asked to leave the class and marked absent.**
- **Wearing durags, hoodies (on your head) or bonnets is not permitted in this class. Also, habitually wearing hats is prohibited.**

Professional Language/Respect: Professional language, conduct, and respect for peers, the instructor, and the learning process are a basic requirement.

Electronic Devices: All **cell phones** must be placed on silent prior to entering the class. Habitual failure to follow the rule regarding **cell phones** may result in a student being asked to leave class.

Make-up Work: Make-up work/tests are not routinely available. **No make-ups will be given for tests or assignments unless an official documented excuse is received.**

Emergencies do occur. In the event of an emergency such as illness, family responsibilities, or death in the immediate family, documentation of the situation may be requested. Upon receipt/approval of the excuse, the instructor will schedule a date to complete the test or allow an assignment to be turned in. Rescheduled exams may contain different questions from the original exam; however, the same material content will be covered.

Assignments will only be accepted as called for by the instructor, on the date due. If an assignment is delivered late, a scoring penalty will be applied.

Honor Code: Any work submitted is expected to be yours. Dishonesty (cheating) in any form will not be tolerated and will be handled by your instructor. This means that anyone caught cheating or allowing another student to cheat will have points taken off or receive a zero for the assignment. Plagiarizing is also prohibited. Any student caught plagiarizing will receive a zero on their assignment.

Other: All other student conduct policies are in full effect as explained in the Mississippi Valley State University Undergraduate Catalog.

Accommodating Special Needs Students: Mississippi Valley State University is committed to providing reasonable accommodations for students with a documented disability. If you feel you are eligible to receive accommodations for a covered disability (medical, physical, psychiatric, learning, vision, hearing, etc.) and would like to request it for this course, you must be registered with the Services for Students with Disabilities (SSD) program administered by University College. It is recommended that you visit the Disabilities Office located in the Social Science Building Office 105 to register for the program at the beginning of each semester. For more information or to schedule an appointment, please contact Mrs. Kathy Brownlow, via phone or email at 662-254-3443 or kbrownlow@mvsu.edu