

SCHOOL OF BUSINESS
Course Outline

COURSE NAME: Principles of Quality Management	COURSE NO.: IBUS 358
TERM: Spring 2015	COURSE CREDITS: 3
INSTRUCTOR:	
OFFICE:	

COURSE PREREQUISITE:

45 credits of 100 level or higher coursework including BADM 102 and BADM 210.

REQUIRED TEXT:

TEXTBOOK: Evans, J., Lindsay, W.(2014) *Managing for Quality and Performance Excellence*, 8th Edition.
 Mason, OH: Southwestern Cengage Learning

COURSE FORMAT:

Four instructional hours per week, including 3 hours of lecture and 1 hour of 4th hour activities for 15 weeks.

Fourth Hour activities include research and online exercises.

COURSE OUTCOMES:

This course is designed to provide comprehensive coverage of quality management. Emphasis will be placed on both theory and implementation. Upon successful completion of the course, students will be able to:

1. Develop an appreciation of quality management theory, principles, and practices.
2. Identify and meet the needs of internal/external customers.
3. Implement quality improvement efforts using teams.
4. Use quality improvement tools and practices for continuous improvement.
5. Develop strategies for organizational change and transformation.

SPECIFIC STUDENT LEARNING OUTCOMES:

Upon successful completion of this course, students will be able to demonstrate competence in the following abilities and skills:

ABILITY	LEARNING OUTCOMES	LEVELS*
COMMUNICATIONS	C1 Describe why quality management is a key contributor to a firm's competitive advantage.	3 - 4
	C2 Explain the principles of quality management.	3 - 4
	C3 Describe key challenges of quality management.	3 - 4
ANALYSIS AND DECISION-MAKING	A1 Analyze a specific company's approach to quality management and make recommendations for improvement.	3 - 5
	A2 Identify and complete appropriate metrics used to measure quality management.	3 - 4
SOCIAL INTERACTION	S1 Debate peak performance, partnering, manufacturing networks, culture, and crucial "people" aspects of quality.	3 - 5

CITIZENSHIP, SUSTAINABILITY AND GLOBAL PERSPECTIVE	G1	Explain how future trends are impacting sustainable quality management.	2 -4
--	----	---	------

**See School of Business – Our Commitment to Assessment and Constructive Feedback for description of the six “Levels” of Comprehension.*

APPROACH TO LEARNING:

This course uses a variety of approaches to learning including: learning activities, readings, exercises, class discussion, case studies and self-reflection. Students will be required to be active participants, for learning happens best when you are personally involved in the learning experiences.

EVALUATION PROFILE:

Individual		FINAL CASE -Group	
Midterm Exam	25%	Team Paper Presentation	10 %
Final Exam	25%	Team Paper Submission	20 %
2 Quality Management News Topic Presentations & 1 page Summary / Analysis 5 % each	10%	Peer evaluation of project by each team member	5 %
Class Participation	5%		
Total Individual	65 %	Total Group	35 %

EXAMS (MIDTERM AND FINAL)

There will be a closed book midterm and final exam. These exams may consist of multiple choice and short answer questions based on all materials covered in class.

QUALITY MANAGEMENT/NEWS TOPIC PRESENTATION TO TEAM

The class will be divided into six groups of 5-6 students by the instructor. Two members of same group will each present one different quality management current topic to the group according to the established schedule.

Topics must come from daily news media and must be no more than three months old. Each student will have 10 minutes in total to present the topic and the background and to lead a discussion that is to include all members. You will be evaluated by your group and by the instructor according to the quality of your topic, attracting the interest of the audience, and the quality of discussion.

CLASS PARTICIPATION– 5%

Criteria for evaluation will be on the following:

- The extent to which you participate
- The quality of the comments made

TEAM CASE PRESENTATIONS AND PAPER (10 % Team Presentation and 20 % Team Paper)

- Students will work in small groups of approximately 4-5 students as assigned by the instructor.
- Business attire is required for presentations (business suits or jackets and ties for men, business suits (jackets and pants /skirts for women).
- Students must attend all of these sessions to receive a full grade for case presentation.
- You and your team **must consult with an industry consultant** on your case answers to refine your team strategy and recommendations before your team presentation to the class.
- **Your presentation mark will be based on your performance to the consultant and to the class.**

- 5 minute Q&A must be allocated at end of presentation.
- You are expected to submit a **10-page report in doc (NOT PDF Format) double spaced, 1" margins**).

PEER EVALUATION OF FINAL CASE (5%):

Each student will evaluate the other members of his/her team.
 The peer evaluation is required and should be completed by all individuals by the due date.
 Marks will be deducted from those who did not evaluate all other team members on time.

SCHEDULE & READINGS

Weeks	Note: Details of the schedule may change based on the availability of guest speaker(s) or other course requirements.	Chapter
WK 1	Course introduction and syllabus review	Chapter 1
	Principles of Quality	
WK 2	Foundations of Quality Management	Chapter 2
	Foundations of Quality Management	
WK 3	Customer Focus	Chapter 3
	Customer Focus	
WK 4	Workforce Focus	Chapter 4
	Workforce Focus	
WK 5	Process Focus	Chapter 5
	Guest Speaker	
WK 6	Six Sigma	Chapter 9
	Six Sigma 1-page Team Project Proposal is due	
WK 7	MID-TERM EXAM Chapters 1, 2, 3, 4, 5, 9	
	Managing for Performance Excellence	Chapter 10
WK 8	Measurement and Knowledge Management for Performance Excellence	Chapter 12
	Measurement and Knowledge Management for Performance Excellence	
WK 9	Leadership for Performance Excellence	Chapter 13
	Leadership for Performance Excellence	
WK 10	Building and Sustaining Quality and Performance Excellence	Chapter 14
	Building and Sustaining Quality and Performance Excellence	
WK 11	Team Preparation for submission of final paper.	
	TEAM 1 + 2 - 30 MINS. FOR EACH TEAM CASE PRESENTATION EACH student <u>must</u> present an equal amount of the material. Note: Students must attend class to receive a full grade for Case	
WK 12	TEAM 3 + 4 - 30 MINS. FOR EACH TEAM CASE PRESENTATION EACH student <u>must</u> present an equal amount of the material. Note: Students must attend class to receive a full grade for Case	

	TEAM 5 + 6 - 30 MINS. FOR EACH TEAM CASE PRESENTATION EACH student <u>must</u> present an equal amount of the material. Note: Students must attend class to receive a full grade for Case	
Week 13	Final Exam Review	
Week 14/15	FINAL EXAM	

UNIVERSITY POLICIES:

Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Cheating and Plagiarism, Academic Probation and other educational issues. These and other policies are available on the University website.

Grading Profile:

A+	90-100	B+	77-79	C+	67-69	D	50-59
A	85-89	B	73-76	C	63-66	F	49 & below
A-	80-84	B-	70-72	C-	60-62		

Emergency procedures: In the event of an emergency, students must follow the emergency procedures posted in the classrooms.

In addition to the policies of the university, the School of Business has the following policies governing the management of our classes and curriculum.

SCHOOL OF BUSINESS POLICIES:

Attendance: Regular attendance and punctuality are both essential and expected due to the nature and format of the course materials.

Professional Behaviour: Students must demonstrate a professional attitude and behaviour toward work, fellow students and their instructors. Each student should demonstrate reliability, respect for and co-operation with colleagues. A willingness to work calmly and courteously under difficult conditions as well as a determination to achieve first-class work while meeting deadlines is necessary in the Business Faculty. Students should have respect for equipment and systems. Students should display a constructive response to criticism.

English Usage: All assignments are marked for correct English usage, proofreading and formatting.

Missed Exams and Quizzes: Missed exams or quizzes will receive a grade of "0" unless PRIOR arrangements (wherever possible) are made with the instructor. Permission to make up an exam will only be given in extraordinary situations such as illness of the student or the death of a close family member. A doctor's certificate, or other proof supporting the reason for the absence, will be required. For further information, refer the "Examination & Pivotal Presentation Exemption Policy".

Examination and Pivotal Presentation Exemption Policy All students are required to appear and write their scheduled mid-term and final examinations, and to produce, by the assigned date, all pivotal presentations, individual and/or group, unless they meet one of the following criteria:
"Medical Exemption" will be considered, if:
 Within the ten calendar days prior to a mid-term or final examination, or within ten days of a pivotal presentation, a student falls ill or is injured.

"Falling ill" is defined as being formally advised by a physician of the need to isolate oneself for the purpose of preventing communication of disease or infection to others; being advised by a physician of compromised immunity that requires isolating oneself from contact with others to prevent communication of disease of infection to themselves, or; being in a physical state of health which so compromises a student's ability to function, physically or cogitatively, during the ten days prior to the examination or presentation date.

"Injury", for the purpose of Exemption, is defined as sudden, unanticipated physical harm

that renders the applicant physically incapable of attending campus or, in such physical distress that the student is specifically advised by their physician to abstain from appearing at their examination or presentation. Students who are prescribed medication(s) to treat their injury and who believe that the medication(s) may be impairing their ability to successfully prepare for or write their examination or presentation may provide written evidence of their concerns as verified by their physician.

“Catastrophic Personal Loss Exemption” will be considered, if:

Events occur in the student’s life that are of such scope as to sufficiently distract a student from the examination or presentation preparation period, or from appearing at or adequately focusing on, the scheduled examination or presentation itself. This could include; loss of housing due to eviction, flood or fire; or death of an immediate family member * (defined as a sibling, parent or grandparent, child, partner or spouse, parent or step-parent, aunt, uncle, niece, or nephew and first cousins.) Immediate family member does not include general acquaintances. Circumstances that may qualify as a personal loss could also include an immediate family member being diagnosed with a significantly life-altering or life-threatening illness or injury.

In all of the above scenarios, a physician’s letter or other specifically requested documentation must be provided to satisfy the Instructor as to the validity of the claim, and must be provided within ten calendar days prior to the date of the exam or presentation. If an instructor agrees with the request for Exemption, the request for must be presented by the instructor to their Unit Convenor for consideration and his/her approval. No request for Exemption will be considered approved by virtue of submission, and will remain as merely “under consideration” until approved or rejected by the Unit Convenor. A student applying for an exemption for a specific section which is instructed by the Unit Convenor will have their application reviewed by the Vice-Chair or Chair of the School of Business.

Any student who applies for and receives an Exemption will be assigned a Future Examination or Presentation Date: this date is non-negotiable. Failure to appear on/at the single date and time assigned by the instructor will result in an automatic “0” grade for that exam or assignment. This “0” grade may not be appealed or contested, and will not be changed.

Copyright Policy:

Students are expected to familiarize themselves with and abide by the University’s Copyright Policy. The University’s Copyright Policy is published in the University website.

Cheating and Plagiarism:

Cheating is an act of deceit, fraud, distortion of the truth, or improper use of another person’s effort to obtain an academic advantage. Cheating includes permitting another person to use one’s work as their own. Plagiarism is the presentation of another person’s work or ideas as if they were one’s own. Plagiarism is both dishonest and a rejection of the principles of scholarship. Information about how to avoid plagiarism by proper documentation of sources is available in the Writing Centre and is published on the University website in the University Policies page.

Penalties for Cheating and Plagiarism:

A grade of ‘0’ for an examination, quiz or assignment or ‘F’ for the course may be assigned if cheating or plagiarism has taken place. First incidents deemed by the instructor to be particularly serious or second or subsequent incidents of cheating and plagiarism will be dealt with under the provisions of the University Policy on Cheating and Plagiarism (see the University website). All students should familiarize themselves with the University Policy on Cheating and Plagiarism as such behaviour can result in suspension from the University.

Incomplete Grades:

Incomplete grades will not be given unless special arrangements have been made with the instructor prior to the date set by University Administration.