

COURSE OUTLINE		
TERM: Summer 2023	COURSE NO: IBUS 358	
INSTRUCTOR:	COURSE TITLE: Principles of Quality Management	
OFFICE: LOCAL: E-MAIL:	SECTION NO(S):	CREDITS: 3.0
OFFICE HOURS:		
COURSE WEBSITE:		

Capilano University acknowledges with respect the Lilwat7úl (Lil'wat), x^wmə ǀ θk^wəyəm (Musqueam), shíshálh (Sechelt), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) people on whose territories our campuses are located.

COURSE FORMAT:

Three hours of class time, plus a fourth hour for a 15-week semester, which includes two weeks for final exams. May be offered online or in mixed mode format.

COURSE PREREQUISITE:

45 credits of 100-level or higher coursework

COURSE DESCRIPTION:

In today's competitive global marketplace, product and service quality are pivotal for future success. In this course, you will learn about a Quality Management System (QMS), conducting an internal quality audit, and the quality tools necessary to implement efficient operations leading to improved customer satisfaction in small, medium, and large corporations.

REQUIRED TEXT:

Goetsch, David L. (2021). Quality Management for Organizational Excellence: Introduction to Total Quality (eBook), 9th edition. Pearson. ISBN 0135577489; or similar.

LEARNING OUTCOMES:

On successful completion of this course, students will be able to do the following:

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.

COURSE CONTENT:

Week	Topics
1 - 3	Total Quality, Global Competitiveness, ISO 9000, and Strategic Management
4 - 5	Ethics, Partnering and Strategic Alliances
6 - 9	Employee Empowerment, Mid-Term Exam, Leadership
10 - 12	Just-in-Time/Lean Manufacturing, Six Sigma, Total Quality Management
13	Final Reports Due and Work on Final Presentations
14 -15	Final Exam Period

EVALUATION PROFILE:

Individual		FINAL CASE - Group	
Mid-Term Exam	20%	Team Assignment Presentation	10%
Final Exam	20%	Team Assignment Submission	25 %
Quality Management News Topic Presentations & 1 page Summary / Analysis	15 %	Peer evaluation of project by each team member	5 %
Class Participation & Attendance	5%		
Total Individual	60%	Total Group	40%

EXAMS

There will be a closed book Mid-Term 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

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 & ATTENDANCE – 5%

Criteria for evaluation will be on the following:

- The extent to which you participate and attend all classes
- The quality of the comments made

GRADING PROFILE

A+ = 90-100	B+ = 77-79	C+ = 67-69	D = 50-59
A = 85-89	B = 73-76	C = 63-66	F = 0-49
A- = 80-84	B- = 70-72	C- = 60-62	

Incomplete Grades

Grades of Incomplete "I" are assigned only in exceptional circumstances when a student requests extra time to complete their coursework. Such agreements are made only at the request of student, who is responsible to determine from the instructor the outstanding requirements of the course.

Late Assignments

Assignments are due at the beginning of the class on the due date listed. If you anticipate handing in an assignment late please consult with your instructor beforehand.

Missed Exams/Quizzes/Labs etc.

Make-up exams, quizzes and/or tests are given at the discretion of the instructor. ***

Accommodations can be made to honour community needs and traditional practices.

Attendance

Students are expected to attend all classes and associated activities.

English Usage

Students are expected to proofread all written work for any grammatical, spelling and stylistic errors. Instructors may deduct marks for incorrect grammar and spelling in written assignments.

Electronic Devices

Classes: Laptops and cell phones should not be used within the class unless related to a specific activity as indicated by the instructor.

Exams: No personal electronic devices of any kind may be used during an examination or quiz.

On-line Communication

Outside of the classroom, instructors will (if necessary) communicate with students using either their official Capilano University email or eLearn; please check both regularly. Official communication between Capilano University and students is delivered to students' Capilano University email addresses only.

UNIVERSITY OPERATIONAL DETAILS**Tools for Success**

Many services are available to support student success for Capilano University students. A central navigation point for all services can be found at: <https://www.capilanou.ca/student-services/>

Capilano University Security: download the [CapU Mobile Safety App](#)

Policy Statement (S2009-06)

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.

Academic Integrity (S2017-05)

Any instance of academic dishonesty or breach of the standards of academic integrity is serious and students will be held accountable for their actions, whether acting alone or in a group. See policy S2017-05 for more information: <http://www.capilanou.ca/about/governance/policies/Policies/>

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Integrity Procedures.

Academic dishonesty is any act that breaches one or more of the principles of academic integrity. Acts of academic dishonesty may include but are not limited to the following types:

Cheating: Using or providing unauthorized aids, assistance or materials while preparing or completing assessments, or when completing practical work (in clinical, practicum, or lab settings), including but not limited to the following:

- Copying or attempting to copy the work of another during an assessment;
- Communicating work to another student during an examination;
- Using unauthorized aids, notes, or electronic devices or means during an examination;
- Unauthorized possession of an assessment or answer key; and/or,
- Submitting of a substantially similar assessment by two or more students, except in the case where such submission is specifically authorized by the instructor.

Fraud: Creation or use of falsified documents.

Misuse or misrepresentation of sources: Presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; misrepresenting or manipulating research findings or data; and/or suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

Plagiarism: Presenting or submitting, as one's own work, the research, words, ideas, artistic imagery, arguments, calculations, illustrations, or diagrams of another person or persons without explicit or accurate citation or credit.

Self-Plagiarism: Submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted without permission of the instructors.

Prohibited Conduct: The following are examples of other conduct specifically prohibited:

- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers);
- Falsifying one's own and/or other students' attendance in a course;
- Impersonating or allowing the impersonation of an individual;
- Modifying a graded assessment then submitting it for re-grading; or,
- Assisting or attempting to assist another person to commit any breach of academic integrity.

Sexual Violence and Misconduct

All Members of the University Community have the right to work, teach and study in an environment that is free from all forms of sexual violence and misconduct. Policy B401 defines sexual assault as follows:

Sexual assault is any form of sexual contact that occurs without ongoing and freely given consent, including the threat of sexual contact without consent. Sexual assault can be committed by a stranger, someone known to the survivor or an intimate partner.

Safety and security at the University are a priority and any form of sexual violence and misconduct will not be tolerated or condoned. The University expects all Students and Members of the University Community to abide by all laws and University policies, including B.401 Sexual Violence and Misconduct Policy and B.401.1 Sexual Violence and Misconduct Procedure (found on Policy page <https://www.capilanou.ca/about-capu/governance/policies/>)

Emergencies: Students are expected to familiarise themselves with the emergency policies where appropriate and the emergency procedures posted on the wall of the classroom.