

ISE 527 Quality Management for Engineers
Fall Semester 2008
Tu,Th 3:30 - 4:50 pm
Room: OHE 100C (Studio C)
Web Site: www.uscden.net

Kurt Palmer
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Hours: M,W 10:30 am - 12:00 pm
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Objective: In this course, you will learn how to develop, deploy, and maintain systems of business practices that assure marketplace acceptance of the products and services provided by a company. We will compare and contrast the philosophical frameworks advocated by celebrated management consultants such as Deming, Juran, and Crosby. We will examine national (Malcolm Baldrige Award) and international (ISO 9000) management system models that have become standards in the field. We will also review a variety of methods that have been used to implement the models. Case studies of award winning companies will be used to demonstrate successful practices. Local or hypothetical businesses will be evaluated to identify deficient practices and improvement strategies.

Text: Evans and Lindsay, Managing for Quality and Performance Excellence, 7th edition

Course Material: Chapters 1-8 and 10-13 of the text, plus topics discussed in lecture by the instructor

Grading Policies:

Points Breakdown -

Homework	180
Group Discussion	30
Exam #1	140
Exam #2	140
Final Exam	<u>140</u>
Total	630

Course GRADES will be determined by the distribution of point totals for the class. “Natural groupings” will be used to assign letter grades. The highest scoring group will receive A’s, the next group is the B’s, and so on. A single point will not be the difference between any two letter grades. A “gap” must exist to create a grade boundary.

HOMEWORK assignments will be due on the following Thursdays:

September 4, 11, 18; October 9, 16, 23; November 13, 20; and December 4

Homework will be graded on an “all or nothing” basis. A reasonable attempt at each exercise will earn all 20 points for the assignment. Incomplete assignments will be returned with no points awarded. Late assignments will be accepted for full credit until the Monday following the original due date.

The class will be organized into DISCUSSION GROUPS. Each group will be required to lead the class discussion on one occasion during the semester. The group’s performance will be evaluated. Topics and a schedule of discussion dates will be assigned by the instructor.

An EXAM will be given on each of the following dates:

Thursday, September 25 and Thursday, October 30

Each exam will cover the material presented up to and including the preceding homework assignment. Points will be assigned to each section of the exam. Partial credit will be awarded according to work shown. No re-takes will be allowed. No make-up exam will be given.

The FINAL EXAM is scheduled for **Tuesday, December 16**. It will cover material presented since the second midterm exam. Grading will be similar to the midterm exams.

Reading Assignments:

Week	Topic	Text Sections
1	Define Quality, "Total Quality"	Chapter 1 Chapter 2, pp. 49-63
2	Philosophical Frameworks	Chapter 3, pp. 91-113
3	Management System Models	Chapter 3, pp. 114-133
4	Six Sigma	Chapter 10
5	Customer Focus, Exam	Chapter 4, pp. 153-178
6	Measuring Customer Satisfaction, Leadership	Chapter 4, pp 178-189 Chapter 5, pp. 211-232
7	Strategic Planning Employee Partnership	Chapter 5, pp. 232-248 Chapter 6
8	Performance Management	Handout
9	Process Management	Chapter 7, pp. 329-340, 351-362, 370-371
10	Supplier Certification, Exam	Handout
11	Performance Measurement	Chapter 8
12	Statistical Thinking	Chapter 11, pp. 539-565
13	Design of Experiments, Regression	Chapter 11, pp. 566-573
14	Process Improvement	Chapter 7, pp. 362-370 Chapter 13
15	Product Design, Quality Function Deployment	Chapter 7, pp. 341-350 Chapter 12

Academic Integrity:

The Department of Industrial and Systems Engineering adheres to the University's policies and procedures governing academic integrity as described in SCampus. Students are expected to be aware of and to observe the academic integrity standards described in SCampus. Students should expect those standards to be enforced in this course.

Accommodations for Disabilities:

Any student requesting academic accommodations based on a disability is required to register with Disability Services and Programs (DSP) each semester. A letter of verification for approved accommodations can be obtained from DSP. Please be sure the letter is delivered to the instructor as early in the semester as possible. DSP is located in STU 301 and is open 8:30 am - 5:00 pm, Monday through Friday. The phone number for DSP is (213)740-0776.