Course Number: MGNT 3625-01  
Course Title: Quality Assurance Management  
Instructor: Dr. Leanne M. DeFoors  
Office: RCOB 2224, Richards College of Business  
Telephone: 678-839-4829  
Fax: 678-839-5041  
E-mail Address: Ldefoor@westga.edu (emergencies only) or through CourseDen mail.  
Office Hours: M-F 9:30-10:00; other times by appointment.  

COURSE DESCRIPTION:  
An introduction to the fundamentals of Quality Assurance Management, including quality of design, quality control and improvement, statistical process control, and human factors, as well as the relationship between quality assurance management and other business disciplines.

LEARNING OBJECTIVES:

1. Students will construct and interpret tabular and graphical methods of presenting qualitative and quantitative data. (BBA 2)  
2. Students will demonstrate a basic knowledge of the fundamental concepts of quality assurance management and its relationship with other business disciplines. (BBA 4)  
3. Students will demonstrate the ability to analyze issues and situations having ethical implications for business. (BBA 5)  
4. Students will demonstrate a basic knowledge of relevant costs for decision-making. (BBA 6)  
5. Students will demonstrate the ability to analyze the current situation of an organization and to develop a plan to ensure organizational viability. (BBA 6)

RELATIONSHIP OF LEARNING OBJECTIVES TO LEARNING OUTCOMES FOR THE B.B.A. DEGREE IN MANAGEMENT:  
Achievement of the Learning Objectives for this course will advance the student toward meeting the standards articulated in the Learning Outcomes for the B.B.A. Degree in Business Administration.

UWG Mandatory Syllabus Policies (required information for all UWG course syllabi)

PREREQUISITES: 2.0 GPA

METHOD OF INSTRUCTION:  
Delivery of information and concepts will be primarily by way of lecture/discussion, with use of CourseDen and supplemental class discussions. The subject matter will be drawn primarily from the text and possibly outside sources (including online resources). Classroom time may also be scheduled for projects, group activities, individual presentations, exercises, and special events.
COMMUNICATION:
Communication between student and instructor will be through a combination of university e-mail (MyUWG) and CourseDen. The instructor prefers students to e-mail her through CourseDen mail for all non-urgent issues. If a student has an emergency or needs to reach the instructor urgently, UWG mail may be used. Distribution of course materials, including the syllabus, class calendar, syllabus amendments, announcements, and other information will be through CourseDen. Students must check their MyUWG account and CourseDen daily Monday through Friday to ensure they do not meet deadlines or important announcements..

COLLEGE, DEPARTMENT, AND COURSE POLICIES:
• The use of recording devices is not permitted in the classroom.
• Cell phones, pagers, and other communication devices must be rendered silent during class times and shall not be used during class times.
• No food and drink are allowed in the classroom. This is a UWG policy, not an instructor policy.
• Please read this syllabus carefully. Your instructor is available during class and office hours to answer any questions you may have regarding this syllabus. Consequently, excuses for failure to fulfill course requirements based upon non-understanding or misunderstanding of this syllabus will not be heard.
• The instructor reserves the right to make appropriate amendments to this syllabus. All such amendments will be announced sufficiently in advance of the effectiveness of the amendment.
• If you have a disability and wish to request an accommodation, please contact Disability Services in the Student Development Center and follow their procedures.

CREDIT HOUR POLICY STATEMENT (3 Credit Hour Course):
In a normal 15 week term, students in this class will generally spend 150 minutes with direct faculty instruction (either face-to-face or online) and work about 360 minutes outside the classroom each week. This out-of-class work may include, but is not limited to, readings, assignments, projects, group work, research, and test preparation. These hour requirements have been compressed to correlate to the compressed 4 week summer term.

EVALUATION AND GRADES:
Grades will be calculated and assigned on the basis of points earned on examinations and attendance, as follows:

<table>
<thead>
<tr>
<th>Type of Graded Event</th>
<th>No. of Graded Events</th>
<th>Possible Points per Graded Event</th>
<th>Total Possible Points for the Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examinations</td>
<td>4</td>
<td>100</td>
<td>300*</td>
</tr>
<tr>
<td>Other Graded Work</td>
<td>Varies (averaged)</td>
<td>Varies (averaged)</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total Possible Points for this Course:</strong></td>
<td></td>
<td><strong>400</strong></td>
<td></td>
</tr>
</tbody>
</table>

* The lowest exam grade will be dropped, so there are 300 total points available for the exams. As noted below, students may earn 4 points (on a 400 point system) for exemplary attendance. This amounts to one point on the final average in the course.

Grades will be assigned on the bases of points earned as follows:

<table>
<thead>
<tr>
<th>Points Earned</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>358 - 400</td>
<td>A</td>
</tr>
<tr>
<td>318 - 359</td>
<td>B</td>
</tr>
<tr>
<td>278 - 319</td>
<td>C</td>
</tr>
<tr>
<td>238 - 279</td>
<td>D</td>
</tr>
<tr>
<td>&lt; 238</td>
<td>F</td>
</tr>
</tbody>
</table>

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Extra credit, if available at all, will be discretionary on the part of the Instructor, and opportunities will be to the class as a whole and not to individual students upon request. Work completed for another course will not be accepted to meet the requirements of this course.

**Examinations: 300 points**

Four periodic examinations will be given, including the final, as indicated in the schedule below. The lowest exam grade will be dropped. Alternative examination times may be scheduled in cases where a student will be absent during a regularly scheduled examination time, when all three of the following criteria are met:

1. The absence is a University-authorized or Instructor-authorized absence,
2. Arrangements are made in advance of the absence, and
3. The student provides genuine documentation to the Instructor from the appropriate University employee or official, physician, or other relevant individual that includes the date, time, and purpose of the absence. The instructor will authorize absences only in cases where the student’s attendance is made impossible by circumstances beyond the student’s control.

**Other Assignments: 100 points**

The Instructor may assign homework, in class assignments, case studies, and/or give pop quizzes. These assignment grades will be averaged, and the average will amount to 100 points out of the 400 total available points in the class. Thus, it is imperative that you attend class regularly so as not to miss any of the in class graded assignments. Any student who is absent will receive a grade of zero on that day’s assignment (if any are given).

**Attendance: up to 4 extra points out of the 400 total for the course (which is the equivalent of 1 point on the final average).** Roll will be taken at the beginning of each class session. Students arriving late for class will be marked absent for the day unless they have notified the instructor in advance. “Late” is defined as any time after the scheduled start time for the class. Students who leave during class may be marked absent for that day’s session unless the student has an excused reason for needing to leave early and has notified the instructor in advance. Students are expected to be prepared for class and actively participate in the class. Participation includes not only the quantity, but the quality of participation. Students may be called upon to recount knowledge of the subject matter, analyze a situation, apply knowledge to particular situations, and effectively present a point of view. To be counted present for a class session, you must be in the classroom ready to begin when class commences. You must also be prepared, which includes having read the assigned materials prior to class and actively participating, as indicated above. Any student who is obviously unprepared will be counted absent for that class session.

This is a four-week course. Those students who have one or fewer absences (excused absences only) will earn 4 bonus points out of the 400 total available for the course. This amounts to an additional 1 point on the student’s final average for the course. If a student has any unexcused absences, the student will forfeit the attendance points for the course. **The Instructor reserves the right to drop any student for excessive absences, at the Instructor’s discretion.**

**ACADEMIC HONESTY/CHEATING:**

Receiving or giving help on any assignment, exams, and/or papers, or copying, utilizing, or retaining online or in-class exam or assignment content, will result in failure of this course and may result in dismissal from the University. The professor may utilize all means available, including but not limited to IP address monitoring, login data, metadata, and other computer forensic methods to detect cheating on assignments and other graded or non-graded work. In addition, UWG and the University System of Georgia (USG) are authorized to monitor for evidence of cheating, including
monitoring external website activity (social media websites, etc.) accessed using UWG or USG resources. You have no right of privacy for activity you engage in using UWG or USG equipment or services, including but not limited to computers, servers, wireless or wired internet. Any student caught by UWG or USG personnel, or by the professor directly, will be dealt with per the Academic Honesty policy. THIS PROFESSOR HAS FAILED MANY STUDENTS FOR CHEATING IN PRIOR SEMESTERS- I HAVE A ZERO TOLERANCE POLICY. DO NOT CHEAT.

For the purposes of this class, the following statements in the Student Handbook and Appendix A of the Honor Code will be applied:
1. No student shall give or receive, or otherwise furnish or procure assistance not authorized in the preparation of an essay, report, examination, or other assignment in an academic course or in the fulfillment of program or degree requirements such as standardized examinations.
2. No student shall take, attempt to take, or otherwise obtain, gain access to, or alter in an unauthorized manner any material pertaining to the conduct of a class or to the completion of any program or degree requirement, including but not limited to tests, examinations, laboratory equipment, roll books, academic records, or electronically stored data.
3. Plagiarism is prohibited. Themes, essays, term papers, tests, and other similar requirements must be the work of the student submitting them. Direct quotations must be indicated and ideas of another must be appropriately acknowledged.

Failure to observe these standards will result in grade of F and possible expulsion from UWG.

COURSE BEHAVIOR AND PROFESSIONALISM:

Any student who engages in disruptive or unprofessional behavior during any meeting or other session of this course, whether in person or online, is subject to administrative disenrollment from this course. Disruptive or unprofessional behavior includes, but is not limited to, disrespectful or threatening words or actions toward classmates or the instructor, displaying a bad attitude toward others or concerning the material, cheating on course assignments and examinations, failure to participate meaningfully, sending rude or disparaging e-mails or discussion board posts, etc. Students will treat each other and the professor with the utmost respect and professionalism at all times. The professor is available during office hours and is happy to hear any concerns you may have concerning the class, and such discussions should be held in private and not during class time.

STATEMENT OF ETHICAL EXPECTATIONS:
Richards College of Business community members are committed to honesty and integrity in interactions and undertakings; respect for rights, differences, and dignity of others; accountability for personal behavior.

ADDITIONAL STUDENT RESOURCES:
There is a widget on the bottom left-hand side of the course homepage with additional UWG resources.

UWG Online HelpDesk Services: 678-839-6248 or online@westga.edu
Disability Services: 678-839-6428 or ccd@westga.edu
Excel Center (Academic Support): 678-839-6280 or helpme@westga.edu
UWG Online Student Guide (contains a variety of information and resources for online learning)