Course Number: MGNT 3625-01D
Course Title: Quality Assurance Management
Instructor: Dr. Leanne M. DeFoor
Office: RCOB 2224, Richards College of Business
Telephone: 678-839-4829
Fax: 678-839-5041
E-mail Address: CourseDen Mail or at Ldefoor@westga.edu (emergencies/time-sensitive only)
Office Hours: M-F 9:00 PM-10:00 PM (first week only); 12:00-1:00 PM (last three weeks of the term); 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:
This is a D-section online course (50-94% online). Delivery of information and concepts will be primarily by way of lecture/Powepoints in CourseDen and through the course textbook. The subject matter will be drawn primarily from the text and possibly outside sources (including online resources). Exams will be held face-to-face at the UWG campus on Mondays beginning the second week of the term. You may also use classroom time on Mondays to work on homework assignments or to seek assistance from the instructor.
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 miss 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 exam/class time and shall not be used or even visible during exams.
- No food and drink are allowed in the classroom. This is a UWG policy, not an instructor policy.
- Read this syllabus carefully. The instructor is available during office hours and class time 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 Accessibility 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 homework, 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>Homework/Assignments</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></td>
<td><strong>400</strong></td>
</tr>
</tbody>
</table>

* The lowest exam grade will be dropped, so there are 300 total points available for the exams.

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>

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. Thus, if a student is happy with his/her course grade prior to the final exam, s/he may skip the final exam and use that as his/her dropped grade. 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 has assigned homework assignments for the chapters covered in the course and may assign in-class assignments, case studies, or other graded work. These assignment grades will be averaged, and the average will count toward 100 points out of the 400 total available points in the class. *Homework is due every Sunday night at 11:59 PM in the respective week’s Dropbox in CourseDen.*

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 exam, 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:**

- **UWG Online HelpDesk Services**: 678-839-6248 or online@westga.edu
- **Disability Services**: 678-839-6428 or ced@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)