RICHARDS COLLEGE OF BUSINESS
DEPARTMENT OF MANAGEMENT AND BUSINESS SYSTEMS
COURSE SYLLABUS
SUMMER SEMESTER 2017

Course Number: MGNT 3625-01D
Course Title: Quality Assurance Management
Instructor: Dr. Leanne M. DeFoor
Office: Miller Hall 2224
Telephone: 678-829-5295 (Google Voice – text or voice) or 678-839-4829 (office)
E-mail Address: L.defoor@westga.edu
Office Hours: Through May 26th – in office or virtually by appointment;
May 31st through June 2nd - virtually by appointment;
Starting 6/5 – daily chat sessions from noon to 1 PM or in-person by appointment.


COURSE DESCRIPTION:
An introduction to the fundamentals of Quality Assurance Management, including quality of design, quality control and improvement, strategic quality management, auditing, materials handling, statistical process control, experimental design, quality improvement tools, metrology, inspection and testing, acceptance sampling, cost of quality, 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.

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 video lectures in CourseDen, the course textbook, and associated homework. The subject matter will be drawn primarily from the text and possibly outside sources. Students must pick up a packet of materials from the Management Department Office no later than the first day of class. An online orientation will be held in CourseDen on the first day of class. Exams will be held face-to-face in the classroom on the following dates: 6/5, 6/12, 6/19, 6/22. You may use classroom time after the exams to work on homework assignments or to seek assistance from the Instructor. The Final Exam is an optional take-home capstone assignment.
COMMUNICATION:

*Individual communication between student and instructor will be through university e-mail (MyUWG) only*, NOT via CourseDen’s mail tool. Communication from the instructor to the class as a whole will be through CourseDen Announcements. *Students must enable notifications in CourseDen by e-mail (preferably) or by text message and subscribe to the Course Calendar in CourseDen.*

Course materials, including the syllabus, calendar, video lectures, homework assignments, virtual office hours, and other information will be delivered through CourseDen. Students must check their MyUWG mail and CourseDen at least daily Monday through Friday to ensure they do not miss deadlines or important announcements.

TECHNOLOGY REQUIREMENTS:
The following are minimum requirements for taking this online course. You must meet these requirements to participate in this class.

- Access to a personal computer (PC or Mac), with [Google Chrome](https://www.google.com/chrome/) and [Mozilla Firefox](https://www.mozilla.org/firefox/) browsers.
- High-speed/broadband Internet service (DSL, Cable, etc.) is strongly recommended. If high-speed Internet is not available in your area, you will have difficulty with some course content, such as video lectures and file uploads/downloads. Completion of course requirements will be very difficult, and you may wish to enroll in a traditional campus-based course.
- Software requirements: *Microsoft Office 2007 or higher* (available for free through UWG [ITS](https://www.uwg.edu/its)) or equivalent, [Adobe Acrobat Reader](https://get.adobe.com/reader/), and any other downloads listed in CourseDen (D2L).
- You will be using Microsoft Word and Microsoft Excel in this course. You will need to have at least a basic familiarity with this software including use of tables, formulas, and graphs.

COLLEGE, DEPARTMENT, AND COURSE POLICIES:

- The use of electronic devices is not permitted in the classroom during testing.
- Cell phones and other communication devices must be rendered silent and shall not be visible, heard, or used 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 on exam days 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](https://www.uwg.edu/student-development-center/) in the Student Development Center and follow their procedures.

CREDIT HOUR POLICY STATEMENT (3 Credit Hour Course):

In a 15-week term, students in this class generally spend 150 minutes with direct faculty instruction (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 4-week summer term.
EVALUATION AND GRADES:

Grades will be calculated and assigned on the basis of points earned on exams 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>5</td>
<td>100</td>
<td>400*</td>
</tr>
<tr>
<td>Homework/Assignments</td>
<td>Varies (averaged)</td>
<td>Varies (averaged)</td>
<td>100</td>
</tr>
</tbody>
</table>

**Total Possible Points for this Course:** 500

*The lowest exam grade is dropped, leaving 400 possible exam points contributing to the course grade.

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

<table>
<thead>
<tr>
<th>Points Earned</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>448 - 500</td>
<td>A</td>
</tr>
<tr>
<td>398 - 447</td>
<td>B</td>
</tr>
<tr>
<td>348 - 397</td>
<td>C</td>
</tr>
<tr>
<td>298 - 347</td>
<td>D</td>
</tr>
<tr>
<td>&lt; 298</td>
<td>F</td>
</tr>
</tbody>
</table>

Extra credit will not likely be given in this course. If extra credit is given, it is discretionary on the part of the Instructor and will be offered 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:** 400 points

Four periodic examinations will be held face-to-face in the classroom, in addition to an optional take-home Final Exam, as indicated in the schedule posted in CourseDen. The lowest exam grade will be dropped. If a student is happy with his/her course grade prior to the final exam, s/he may skip the final exam and use it as the dropped grade. Alternative examination times may be scheduled in cases where a student will be absent during the scheduled examination time, when 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, employer, 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.

**Homework and Other Assignments:** 100 points

The Instructor has assigned homework assignments related to each chapter covered in the course. The homework grades will be averaged, and the average will count toward 100 of the 500 total available points in the class. We cover one chapter per day in this course. Refer to the Course Calendar in CourseDen for the Due Dates for each homework assignment. The Instructor does not accept work late, so please ensure you meet the deadlines for each assignment.

**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.
ACADEMIC HONESTY/CHEATING:

Receiving or giving help on exams or homework assignments, using cell phones or other unapproved device or materials on exams, or sharing/storing/retaining course materials or answers will result in failure of this course and a record of academic dishonesty placed in the student’s permanent records and may result in dismissal from the University.

For the purposes of this class, the statements in the Student Handbook and Honor Code and the Student Code of Conduct will apply, including but not limited to the following:

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.

UWG now utilizes an academic dishonesty database, and instances of academic dishonesty become part of the student’s permanent file; this may affect graduate school admissions and future employment checks.

The professor/university/USG 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 work. In addition, UWG & USG are authorized to and do monitor for evidence of cheating, including monitoring external website activity (e.g., social media websites) accessed using UWG/USG resources. You have no right of privacy for activity you engage in using UWG/USG equipment or services, including but not limited to computers, servers, wireless or wired internet. Any student caught by UWG/USG personnel 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.

COURSE BEHAVIOR AND PROFESSIONALISM:

Any student who engages in disorderly conduct as defined in Section 4.00 of the UWG Code of Conduct or disruptive or disrespectful behavior during any meeting of this course, including online sessions or examinations, is subject to disenrollment from this course with a grade of “F.” Disruptive and disrespectful behavior includes, but is not limited to, inattentiveness, disrespectful or threatening words or actions toward classmates or the professor, moving about the classroom during proctored exams (including entering and exiting the classroom), cursing or yelling at others, sleeping during exams, using electronic devices during exams, and the like. Students will treat each other and the professor with the utmost respect and professionalism at all times. The professor is available after class and during office hours to hear any concerns you may have concerning the class.
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, and accountability for personal behavior.

The Richards College of Business has implemented the Wolf Pact to emphasize our shared commitment to academic honesty, ethics, and integrity in our dealings with one another. By remaining enrolled in this course, you affirm that you will abide by the terms of the Wolf Pact.

ADDITIONAL STUDENT RESOURCES/POLICIES:

- **UWG Online Help Desk Services**: 678-839-6248 or online@westga.edu
- **Accessibility Services**: 678-839-6428 or ccd@westga.edu
- **Center for Academic Success (formerly Excel Center)**: 678-839-6280 or helpme@westga.edu
- **UWG University Writing Center**: 678-839-6513 or writing@westga.edu
- **UWG Online Student Guide** (contains a variety of information and resources for online learning)
- **UWG Mandatory Syllabus Policies** (required information for all UWG course syllabi)