Instructor: Ms. Mariana Sanchez  
Telephone: (678) 839-5165  
Email: msanchez@westga.edu  
Office: Miller Hall 2321  


Prerequisite: 2.0 GPA  

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)  

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 and through the course textbook. Quizzes and assignments are to be completed in CourseDen. Exams will be held face-to-face in the classroom. To access CourseDen, go to https://westga.view.usg.edu/  

Credit Hour Policy (3 credit hours):  
For approximately fifteen weeks, 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 of 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.  

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 Announcement. Distribution of course materials, including the syllabus, calendar, and other information will be through CourseDen. Students must check their MyUWG mail and CourseDen daily.
Requests for Modifications:

Any students requiring modifications should make an appointment to meet with the instructor as soon as possible. An official letter from UWG Accessibility Services documenting the disability is required in order to receive accommodations. You obtain more information about Accessibility services here: http://www.westga.edu/counseling/4486.php.

Penalties for Breach of Academic Integrity:

Each incidence of academic dishonesty is subject to review and consideration by the instructor and is subject to a range of penalties including but not limited to failing the assignment, failing the course, and referral to Office of the Vice President for Academic Affairs. **NOTE: Violations of the academic honesty policy may result in expulsion from the University.**

Student Rights and Responsibilities:

Please carefully review the information at the following link: https://www.westga.edu/administration/vpaa/common-language-course-syllabi.php. This link contains important information pertaining to your rights and responsibilities in this class and is updated as federal, state, university, and accreditation standards change.

Grading:

<table>
<thead>
<tr>
<th>Graded Event</th>
<th>Percentage of Final Average</th>
<th>Grading Scale</th>
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</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td>20%</td>
<td>A: 90-100</td>
</tr>
<tr>
<td>Exam 2</td>
<td>20%</td>
<td>B: 80-89</td>
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<tr>
<td>Exam 3</td>
<td>20%</td>
<td>C: 70-79</td>
</tr>
<tr>
<td>Quizzes</td>
<td>40%</td>
<td>D: 60-69</td>
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<tr>
<td>Total</td>
<td>100%</td>
<td>F: &lt;60</td>
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Extra Credit:

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.

Course Schedule:

*Online Chapter Quizzes:*  
Please check CourseDen for due dates

*Mandatory Attendance for face-to-face Exams:*  
Friday June 8th  
Friday June 15th  
Friday June 22nd

* Changes will be announced in CourseDen. Students are responsible for having prepared the next material in the sequence, even if earlier or later than the date listed in this tentative schedule.

Additional Resources:

**UWG Online HelpDesk Services:** 678-839-6248 or online@westga.edu  
**Accessibility Services:** 678-839-6428 or counseling@westga.edu  
**UWG Online Student Guide** (contains a variety of information and resources for online learning).