Moravian College
Fall 2006
Management 297: Process Improvement (Special Topic) Syllabus

SYLLABUS *n* 1: a compendium or summary outline of a discourse, treatise, course of study, or examination requirements : a series of abstracts. (Webster's Third New International Dictionary.(1966))

	Dr. George Brower	Comenius Hall 212	610-861-1379

	Mon	**Tue**	**Wed**	**Thu**	**Fri**
Class Hours:					
Section B	2:20 - 3:30		2:20 - 3:30		
Office Hours:	11:20 - 11:50		11:20 - 11:50	11:00 - 12:00	11:10 - 11:40
	1:30 - 2:00		1:30 - 2:00	1:00 - 2:00	

You are welcome to an appointment at another mutually convenient time.

Ask in person, email, or telephone, including some times that would work for you.

These hours and any changes to them will be posted on my office door.

Course Prerequisites: Students enrolled in Mgmt 297 must have completed an undergraduate course in statistics equivalent to Econ 156, Math 107, or Psych xxx

Course Goals: Process Improvement develops students' ability to apply critical thinking and quantitative methods to unfamiliar processes. The course introduces a process based on Elihu Goldratt's theory of constraints, a largely non-quantitative method, and Six Sigma, introduced by William Smith, that relies on statistical methods..

Required Text:

Dettmer, H. William (1997) *Breaking the Constraints to World-Class Performance.* Milwaukee, WI, ASQC Quality Press.

Course Work:	*Points*	*Pct*	*Days & Dates*
Theory of Constraints Exam	70	25%	Wednesday, Sep 7
Six Sigma Exam	70	25%	To be determined.
Course Project	112	40%	See calendar, below
Attendance	28	10%	
Total	*280*	*100%*	

Day	Date	Topic	Assignment
M	28 Aug	Introduction	
W	30 Aug	System or Process	HWD Chapter 1
W	6 Sep	Theory of Constraints	HWD Chapter 2
M	11 Sep	Tool	HWD Chapter 3
W	13 Sep	Legitimate Reservations	HWD Chapter 4 and Appendix A
M	18 Sep	The System Constraint	HWD Chapter 5 and Appendices B, C, and D
W	20 Sep	Breakthrough Ideas	HWD Chapter 6 and Appendices C and D
M	25 Sep	Designing Tomorrow	HWD Chapter 7 and Appendix D
W	27 Sep	Anticipating Disaster	HWD Chapter 8 and Appendix D
M	2 Oct	Obstacles to Change	HWD Chapter 9 and Appendix D
W	4 Oct	Assignment & Accountability	HWD Chapter 10 and Appendix D
W	11 Oct	The Human Side of Logic	HWD Chapter 11 and Epilogue
M	16 Oct	Project Confirmation	Midterm Exam Due
W	18 Oct	Introduction to Six Sigma	Six Sigma Calendar at 3d Class
F	1 Dec	Projects due at my office by 4:30 p.m.	

Course Policies

Due Dates: Students who miss a due date without prior approval will receive a zero.

Attendance: I take attendance at the beginning of each class to:
1. Know which students are present and ready to work at the scheduled time and
2. Assist the Academic Affairs Office in financial aid matters when a student withdraws.

    Students who are present at the scheduled starting time for at least 40 of 42 scheduled classes will receive 100 attendance points. Missing class or being late 10 more times, 13 in all, will mean 0 attendance points and the loss of a letter grade.

    This is not a "cut" policy as I understand the term. Such policies reduce a student's grade after as few as three or four absences or tardies. Losing a letter grade under this policy means being absent or tardy at least 4 of 14 class weeks, 30% of scheduled classes.

Learning and Other Disabilities: Any student who wishes to disclose a disability and request accommodations under the Americans with Disabilities Act (ADA) **must first** meet with Mrs. Laurie Roth in the Office of Learning Services (learning disabilities or ADD/ADHD) or Dr. Ronald Kline in the Counseling Center (all other disabilities).

Academic Honesty: Students are responsible for understanding and abiding by the College's current Academic Honesty policy. The policy is published annually in the Student Handbook and is on line at .

Group Study: I encourage you to study in groups *but all material you turn in for evaluation must be your individual work.* Do not let enthusiasm in a group session lead you to turn in material that appears to have been the work of more than one person. The problem sets may be the most likely source of such violations in this course.

Grades:	Points Earned	Percent	Letter Grade
	933	93.33%	A
	900	90.00%	A-,
	867	86.67%	B+,
	833	83.33%	B,
	800	80.00%	B-,
	767	86.67%	C+,
	733	83.33%	C,
	700	80.00%	C-,
	667	86.67%	D+,
	633	83.33%	D,
	600	80.00%	D-,
	< 600	< 60.00%.	F

See me about extra help as soon as you realize that you could use it.
Making a record of your grades will help you know if you need extra help.

Notes:
1. Grading student assignments and course work requires qualitative judgments that are not easily translated to a numeric scale. **Please see me *during office hours or by appointment* if you have questions about your assignment, exam, or course grade.**
2. Any changes to the syllabus or calendar will be distributed in class before they take effect. Students are responsible for using the current versions when they prepare assignments or study for exams, including any changes in due dates.

A copy of this syllabus is on file in the Academic Affairs Office, Monocacy Hall