

Moravian College

Fall 2008

Management 298: The History of Quality

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 browerg@moravian.edu

	Mon	Tue	Wed	Thu	Fri
Class Time	12:50 – 2:00		12:50 – 2:00		
Office Hours	10:00 – 10:30	11:30 – 12:00	10:00 – 10:30	11:30 – 12:00 12:30 – 1:30	
	2:00 – 2:30		2:00 – 2:30		

You are welcome to an appointment at other mutually convenient times.

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: You **must have completed** the LinC M1 (Historical Studies) and F2 (Quantitative Reasoning) requirements. Any courses that satisfy them is acceptable.

Course Goals: We use the word “quality” as if it had a single, simple meaning, like “paper clip.” Unfortunately, people have many different things in mind when they say “quality.” The purpose of this course is explore some of those meanings, where they came from, and how they are used. The course goals are to develop your ability to:

- share your findings after guided, independent research on an unfamiliar topic,
- explain briefly the history of technology, and
- use and explain some quality assessment tools that are now widely used.

Required Texts

Brussee, Warren (2004) *Statistics for Six Sigma Made Easy*. New York: McGraw-Hill.

Goldratt, Eliyahu (2004) *The Goal*. Great Barrington, MA: North River Press.

Course Work:	Points	
Project 1: Define “Quality” & “Technology”	100	10.0%
Project 2: Technology & Quality before 1900	150	15.0%
Project 3: Technology & Quality 1900-1980	150	15.0%
Project 4: Technology & Quality of <u>(an industry)</u>	300	30.0%
Problem Set	100	10.0%
Final Exam	200	20.0%
Attendance	0	0.0%
Total	1,000	100.0%

Course Policies

Academic Honesty: Students are responsible for abiding by the College's Academic Honesty policy in the [Moravian College Student Handbook](#)

Attendance: I take attendance but, since it does not affect your grade, I do not consider the reason for an absence. Instead, I use attendance to:

- Attach faces to names,
- Know who is present and ready to work at the scheduled time,
- Assist the Academic Affairs Office when a student withdraws, and
- Guide benefit-of-the-doubt decisions when course grades are due.

Even so, preparation for and participation in each class matters more than a grade step:

- 10% of course points are between two letter grades (B to A, C+ to B+, etc), so your first 99 points or the 1000 available would earn a “J+” if letter grades continued to 0.0% of total points.
- A grade step is one-third of a letter grade, or 3.33%.
- The 29 scheduled class meetings support the graded projects and exams, so preparation for and participation in each class is implicitly worth 3.4%. Therefore, each class, including preparation and participation, contributes more than one grade step to your course grade.

Management 298 (Fall 2008) Syllabus: 25 August 2008

Syllabus and Calendar changes will be distributed before taking effect. You are responsible for using the current version, including due dates.

Due Dates: *Except by prior approval:* projects must be turned in by 4:30 p.m., problem sets must be submitted in class, and exams must be taken as scheduled or receive a zero.

Electronics: You may use a hand-held calculator but must *turn off all other electronic devices, including all portable computers and wireless gear (headsets)*, during classes and exams.

Email is like a postcard, so I do not use it to discuss confidential topics like grades.

You may not use email to submit ANYTHING for evaluation without PRIOR permission.

Exam Aids: You may use no aids except those listed on review materials.

Extra Credit opportunities would be open to all of you but, since there are many opportunities to demonstrate your learning, there are none. If you find a topic more interesting than class time allows and your GPA is at least 2.7, see me about independent study.

Grades	Points	Percent	Letter	Points	Minimum Cumulative GPA for:
	1,000	100.00%			
	933	93.33%	A	4.00	
	900	90.00%	A-	3.67	
	867	86.67%	B+	3.33	
	833	83.33%	B	3.00	Honors Program
	800	80.00%	B-	2.67	2.70 for Field & Independent Study
	767	76.67%	C+	2.33	
	733	73.33%	C	2.00	Major and Graduation
	700	70.00%	C-	1.67	
	667	66.67%	D+	1.33	
	633	63.33%	D	1.00	
	600	60.00%	D-	0.67	
	<600	<60.00%	F	0.00	

- **See me as soon as you realize you could use extra help! That's why I'm here!**
- The Department and Learning Center (x1510) will help you find a tutor for extra help.
- Record your grades to help you know if you need extra help.
- Grading requires qualitative judgments that are not easily translated to a numeric scale. See me **during office hours or by appointment** for questions on any grades.

Group Study is a great way to learn, but **all material you turn in for evaluation must be your individual work unless the assignment specifically authorizes group work.** Do not let enthusiasm lead to turning in material that appears to be the work of more than one person.

Handouts including this syllabus are available at p:/econ/brower/m295 after class distribution.

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 (x1510) in the Office of Learning Services (learning disabilities or ADD/ADHD) or Dr. Ronald Kline (x1510) in the Counseling Center (all other disabilities).

Make Up Work: Prepare for the first class after an absence by doing the reading assignment, answering the Questions for Review, and doing the Exercises assigned in class. After a(n):

- Missed class or two? See a colleague for class notes and assignments, then see me.
- Planned one day or extended absence? *See me in advance* but **there are no make ups or extended due dates for travel** unless College-scheduled.
- Unexpected extended absence? Contact me **and** Learning Services (x1510) **asap**.
- Problem sets CANNOT be made up, but someone can turn yours in for you.

Returned Work is filed by last name in "Dr Brower's Out Box" outside my door if you are absent.

Everything in the folder is shredded 48 hours after the deadline for grade submissions.

A copy of this syllabus is on file in the Moravian College Academic Affairs Office (Monocacy Hall, 2nd Floor) and available [on line, on campus](#) during the current semester.

Management 298 (Fall 2008) Syllabus: 25 August 2008

Class and Assignment Calendar (25 August 2008):

Day	Date	Assignment
Mon	Aug 25	Introduction. Begin the <i>Define "Quality" & "Technology"</i> project
Wed	Aug 27	Research, Writing, and Presenting
Wed	Sep 3	<i>D"Q"&"T"</i> presentations. <i>D"Q"&"T"</i> writing workshop
FRI	Sep 5	<i>D"Q"&"T"</i> papers due
Mon	Sep 8	Return & discuss <i>D"Q"&"T"</i> papers. Begin <i>Technology & Quality to 1900</i>
Wed	Sep 10	<i>T&Q1900</i> presentations (Prehistoric/PreIndust)
Mon	Sep 15	<i>T&Q1900</i> presentations (steam & electricity)
Wed	Sep 17	<i>T&Q1900</i> presentations (Management). <i>T&Q1900</i> writing workshop
FRI	Sep 19	<i>T&Q1900</i> papers due
Mon	Sep 22	Return & discuss <i>T&Q1900</i> papers. Begin <i>Technology & Quality 1900-1980</i>
Wed	Sep 24	<i>T&Q1980</i> presentations (GAAP and Scientific Mgt)
Mon	Sep 29	<i>T&Q1980</i> presentations (AT&T and Charts)
Wed	Oct 1	<i>T&Q1980</i> presentations (World War II and TQM)
Wed	Oct 8	<i>T&Q1980</i> writing workshop
FRI	Oct 10	<i>T&Q1980</i> papers due
Mon	Oct 13	Return & discuss <i>T&Q1980</i> . Begin <i>Technology & Quality of (an industry)</i> project. Theory of Constraints - Goldratt: <i>The Goal</i> all pages
Wed	Oct 15	Six Sigma: Brussee Parts I & II, all pages through 46
Mon	Oct 20	Six Sigma: Brussee Part III, all pages through 116
Wed	Oct 22	Six Sigma: Brussee Part III, continued
Mon	Oct 27	<u><i>T&Q</i> progress reports</u> & writing workshop
Wed	Oct 29	Six Sigma: Brussee Part III, continued
Mon	Nov 3	Six Sigma: Brussee Part III, continued
Wed	Nov 5	Six Sigma: Brussee Part IV, all pages through 166
Mon	Nov 10	Six Sigma: Brussee Part IV, continued
Wed	Nov 12	<u><i>T&Q</i> progress reports</u> & writing workshop
Mon	Nov 17	Six Sigma: Brussee Part V, all pages through 186
Wed	Nov 19	Six Sigma: Brussee Part VI, all pages through 200 (Chapter 17)
Mon	Nov 24	Six Sigma: Brussee Part VII, all pages through 210
Mon	Dec 1	TQM, Six Sigma, and Theory of Constraints
Wed	Dec 3	<i>T&Q</i> __ writing workshop
FRI	Dec 5	<i>T&Q</i> __ papers due.
Mon	Dec 8	Problem Set due: <i>NO MAKEUPS!</i> Return & discuss <i>T&Q</i> __
Wed	Dec 10	Conclusion, course evaluation, etc.
Date & Time	TBA	Final Exam: 75% on TOC and 6-Sigma, 25% on Projects 1-3