

**McLennan**  
C O M M U N I T Y  
**C O L L E G E**

WACO, TEXAS

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**COURSE SYLLABUS**

**AND**

**INSTRUCTOR PLAN**

**TOTAL QUALITY MANAGEMENT**

**QCTC - 1343 - 87**

**DR. TOMMY “T-LOW” LOWRANCE**

**NOTE: This is a 16-week online course.**

**COVID 19 Notice:**

McLennan Community College is committed to providing you with every resource you need to reach your academic goals including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website on any changes to these guidelines.

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### **Course Description:**

Principles and applications designed to introduce quality assurance.

### **Prerequisites and/or Corequisites:**

There are no prerequisites for this course. It is recommended that students have passed the reading portion of the TSI Assessment, or have credit for INRW 0402.

### **Course Notes and Instructor Recommendations:**

On the first day of the semester, go to Brightspace on the McLennan website, follow the directions for this course, and complete the online orientation. Students are responsible for meeting all course deadlines outlined in the syllabus and/or posted on Brightspace. Students should not take this online section if they do not have some experience with the Internet, e-mail, sending attachments and word processing. Quizzes and assignments will be completed online. Mandatory online orientation session must be completed by the assigned date. Students who do not complete orientation requirements will be dropped from the course. For this online course, students should have access to a computer with Microsoft Office or compatible software and an Internet connection or use the Accounting Lab in BTB 217. Students will be expected to complete self-paced assignments and quizzes using Internet and computerized resources.

### **Instructor Information:**

Instructor Name:	Dr. Tommy “T-Low” Lowrance
MCC E-mail:	tlowrance@mclennan.edu
Office Phone Number:	(254) 299-8059; (254) 744-1873 Cell
Office Location:	BT 210
Office/Teacher Conference Hours:	

Face-to-Face Hours	M/W 8:30 am – 9:30 am
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Online Hours	M/W 11:00 am – 12:00 pm
	T/TH 9:00 am – 11:00 am

### **Other Instruction Information:**

Zoom by appointments only	Zoom ID: 254 299 8059	Password: leader
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### **Required Text & Materials:**

#### **\*\*\*INSTRUCTOR NOTE:\*\*\***

This course is an inclusive access course. This means that the cost of your textbook has been included in your tuition. You will likely receive an email from Brytewave, an e-book provider, with instructions on how to access the textbook for this course. The email will be sent to your student email address, therefore it is vital that you monitor your student email so that you can access your textbook and any other course-related information. **This is the first time we have used this approach for this class, so I beg for your patience.**

Title: Managing for Quality and Performance Excellence (e-book)  
Author: James R Evans; William M. Lindsay  
Edition: 11th  
Publisher: © 2020 Cengage Learning  
ISBN: 978-035-711-8252 e-book (SEE BRYTEWAVE EMAIL FOR ACCESS)

### **Required Software:**

Microsoft Office – download for free at <https://www.mclennan.edu/tech-support/software.html>

#### **\*\*\*INSTRUCTOR NOTE:\*\*\***

Do not submit \*.pages, \*.numbers, or \*.key files. These are Apple iWorks files and cannot be opened. If you submit Apple iWorks files and your work cannot be opened by the instructor, you will receive a zero for the assignment.

Do not submit \*.odp, \*.odt, or \*.ods files. These are OpenOffice files and, when opened in Microsoft Office, will lose formatting and document properties. If you submit OpenOffice files and your document loses formatting when opened, you will lose any points associated with the formatting of the document for the assignment.

If you submit \*.pdf files, your professor will be limited to how they can markup the document or assist with modifications to the document. PDF files are an acceptable submission format, but may limit the assistance that you can receive if corrections or revisions must be made.

**MCC Bookstore Website:** <http://www.mclennan.edu/bookstore/>

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### \*\*\*INSTRUCTOR NOTE:\*\*\*

When contacting your professor by email for this course, you must follow these rules:

1. Write using formal English only (as if to the president of the company where you work).
2. Always begin your subject line with QCTC 1343.87 (the class' email will be sorted into a specific file).
3. Use your MCC student email address – external email addresses are often caught by the spam filter and will likely not be seen by the professor.
4. Attach documents using Microsoft Office formats (doc, docx, xls, xlsx, ppt, and pptx) or in Rich Text Format, when possible (see note in the Required Software section). Avoid sharing documents with your professor through OneDrive, Google Drive, or Dropbox. Work will not be accepted by email unless specifically requested by the professor.

Failure to do any of the above may result in your professor not seeing or reading your email.

### \*\*\*INSTRUCTOR NOTE:\*\*\*

I read my e-mail at least twice a day during the week; however, if you send me an e-mail at 11 PM with a question you need answered before the class tomorrow, I likely will not read it before class. I do not always read e-mails on the weekends. Do not expect instantaneous responses from me via e-mail. Instructors are not 24/7 call centers. Please plan ahead. Remember, poor planning on your part does not constitute an emergency for anyone else.

I do not answer e-mails asking when something is due. You have a schedule both here in the syllabus and in Brightspace which will tell you exactly when everything is due. As a college student, you are expected to be both responsible and accountable.

### **Methods of Teaching and Learning:**

1. This is an online course and will require a lot of self-discipline from students! You are expected to log into Brightspace **each day** to check the course, and to check your student email everyday as well. Since we do not have formal classroom meetings, I will act more as a facilitator for learning than a traditional professor. You will be expected to read the required chapters and complete the required assignments on time. I am here to make sure you understand and are learning the objectives set in this course. Students are expected to be self-disciplined, use time management skills effectively, and to be accountable for their actions in this course.

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2. This course utilizes textbook reading, online assignments, and written exercises to teach toward the course objectives. This online course represents the same course content and rigor of a face-to-face class. As such, you should expect to devote a comparable amount of time each week on reading, self-study, research, and homework assignments. You should also understand that this is a tough course. Reading the textbook is not optional. You will likely need to read the text several times in order to gain an understanding of the material. This class requires that you think critically and in a far different way than you are likely used to. Be prepared to put in the necessary time and effort into this course!
3. Time is NOT your friend! For today's college student (and today's business professional), time is our most limited commodity. You must manage your time effectively to ensure that you complete all course requirements while maintaining your responsibilities at home, work, and in society.

### **Course Objectives and/or Competencies:**

Course objectives are listed on the first page of each chapter in the required text. Additionally, the following course objectives will be met during the course:

- Learn the objective content of the chapters you read;
- Apply the content of the chapters to the assignments;
- Take part in objective assessments, practical assignments, and case study; and,
- Practice and improve your skills in thinking critically, mathematics, and writing.

Furthermore, if all goes as planned, you will leave the course with an increased awareness of what is involved in quality assurance. Employees of large organizations, small organizations, non-profit organizations, manufacturing and service industries all face similar problems and different problems. We will examine the many facets of quality and how it fits into different organizations. Special attention is given to what is needed to establish and maintain a quality system as a function of operations management.

### **Course Outline or Schedule:**

In the event that a schedule change is necessary, students will be notified by course announcement in Brightspace and the information changed on the course calendar located in Brightspace. All assignments must be submitted by 11:59 PM on the specified due date.

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Week	Due Date	Assigned Reading	Assignments Due
1	8-29	Syllabus & Orientation	Orientation Quiz
2	9-5	Chapter 1	Ch. 1 Quiz; What is Quality? Assignment
3	9-12	Chapter 2	Ch. 2 Quiz; Unit 1 Exam (Chpts 1-2)
4	9-19	Chapter 3	Ch. 3 Quiz
5	9-26	Chapter 4	Ch. 4 Quiz; Customer Survey Assignment
6	10-3	Chapter 5	Ch. 5 Quiz; Unit 2 Exam (Chpts 3-5)
7	10-10	Chapter 6	Ch. 6 Quiz
8	10-17	Chapter 7	Ch. 7 Quiz; X-Bar & R-Bar Assignment
9	10-24	Chapter 8	Ch. 8 Quiz; Unit 3 Exam (Chpts 6-8)
10	10-31	Chapter 9	Ch. 9 Quiz
11	11-7	Chapter 10	Ch. 10 Quiz; Case Study
12	11-14	Chapter 11	Ch. 11 Quiz; Unit 4 Exam (Chpts 9-11)
13	11-21	Chapter 12	Ch. 12 Quiz
14	11-28	Chapter 13	Ch. 13 Quiz; MBNQA Assignment
15	12-5	Chapter 14	Ch. 14 Quiz
16	12-7	Final Exam	Unit 5 Exam (Chpts 12-14)

### **Course Grading Information:**

Grades will be weighted as follows:

Orientation Quiz	5%	
Chapter Quizzes 1-14	20%	(Drop your 2 lowest)
Unit Exams 1-5	30%	
Assignments	30%	
Case Study	15%	

**Total 100%**

90-100%	A
80-89.999%	B
70-79.999%	C
60-69.999%	D
0-59.999%	F

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### \*\*\*INSTRUCTOR NOTE:\*\*\*

The “Adjusted Final Grade” from the course gradebook will be pulled into WebAdvisor. The above grading scheme determines the letter grade that you receive. The Adjusted Final Grade will appear as a “-1” should you receive an “Incomplete” for the course.

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### **Orientation Quiz—5%**

Located in Brightspace, the orientation quiz provides you with an opportunity to become familiar with the course, its layout, and its requirements. The orientation quiz also enables you to become familiar with Brightspace’s “Quizzes” tool that is used for all quizzes and exams in the course. The remaining course content **WILL NOT OPEN** until you have scored perfectly on this quiz.

### **Chapter Quizzes—20%**

Students will be required to complete 14 quizzes throughout the semester—one quiz for each chapter covered. Each quiz will be 20 multiple choice questions, with some possible True/False questions. You will be given 3 attempts for each quiz. I will take your highest 12 quizzes. Thus, I will drop your lowest 2 quizzes. If the student takes all 14, or if the student misses for any reason, up to 2 quizzes can be missed but those will count as your drops. **Please note, when you take your first few quizzes Brightspace will show those in the gradebook as zero. This is because your first 2 quizzes ARE your lowest 2 quizzes UNTIL you have other quizzes in the gradebook. Trust me, once other quizzes are in the gradebook, this will make sense to you.** Each quiz is timed at 30 minutes and once the students begin the quiz they must complete it in one sitting. If for any reason they stop or leave or are knocked off during a quiz, then it will count as one of the 3 attempts that I give them for each quiz. If you have any documented disabilities, then those accommodations will be made as needed.

### **Unit Exams 1-5—30%**

Students are required to take 5 Unit Exams that cover the material as presented in the text and Brightspace. No Unit Exams will be dropped. The exams are timed at 60 minutes and are comprised of largely multiple choice questions and possible True/False questions. The Unit Exams will look **VERY** familiar if students take all of their Chapter Quizzes. Students will only be given 1 attempt at each Unit Exam. If accommodations are on file, those adjustments will be made.

### **Assignments—30%**

Students will be required to complete 4 challenging assignments that will require research skills, writing skills, math skills, and critical thinking. These assignments will require students to apply what they learn from the chapters. Like all work, assignments are due on the **DUE DATE** listed

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in Brightspace. Since these are available at the start of the semester, they will NOT be accepted late.

### **Case Study—15%**

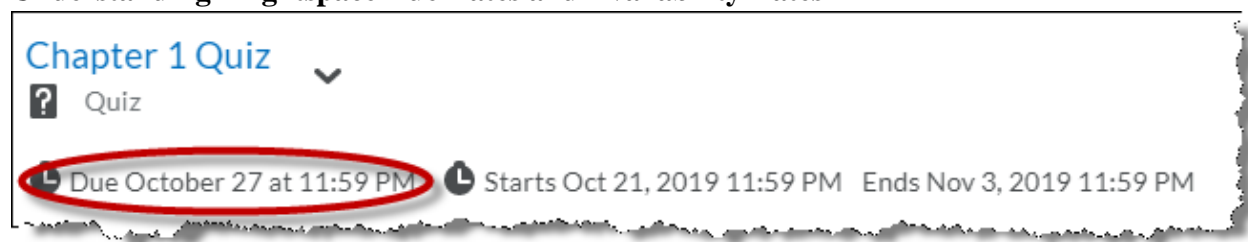
Each student is required to complete a MBNQA Benchmarking Case Study. The directions can be found in Brightspace as well as the DUE DATE. This is essentially a capstone assignment that teaches students how a highly-successful MBNQA recipient has built quality into their system.

### **Late Work, Attendance, and Make Up Work Policies:**

Assignment due dates can be found on your schedule, within this syllabus, and associated with each assignment in Brightspace. **All work is due on or before the assigned DUE DATE!** If you miss the assigned Due Date for assignments, there will be a 50% deduction for any assignments turned in NO LATER than 1 week after the Due Date. No quizzes or exams can be taken late because everything can be taken early... This course is open to the student from the beginning and assignments can be submitted as early as you like—just NOT later than the DUE DATE for ANY reason.

During the semester, students think they have plenty of time to work on their assignments, and you do, but do not procrastinate. This is not a self-paced course where everything is due at the end of the semester. I do, however, allow you to work ahead if you desire.

### **Understanding Brightspace Due Dates and Availability Dates**



Brightspace will display up to three dates of importance for each content item. These dates are only listed for those content items that have a specific start, due, and/or end date. You must submit course work by the *due date* listed for the activity (see the circled due date in the image above). In this example, the Chapter 1 Quiz would need to be completed and submitted by October 27 at 11:59 PM in order to potentially earn full credit.

The *start date*, if one is listed, is the date in which you will be able to view the content. In this example, the Chapter 1 Quiz would not be accessible for you until October 21, 2019 at 11:59 PM.



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The *end date*, if one is listed, is the date in which the content will no longer be accessible to you without intervention by your professor. For this course, the end date signifies the last date in which the work will be accepted for any credit. Please understand that submitting course work between the due date and the end date will result in a 50% reduction in credit on the assignment. No work will be accepted beyond the end date for the activity.

### **Attendance**

It is MCC's policy that all students must be present for 75% or more of the course. For online courses, attendance is measured by your online participation. **In this class, I take attendance through your Chapter Quizzes and/or Exams.** However, if you fail to:

- (1) Complete the online orientation by the due date; or
- (2) Fail to complete an entire Unit's worth of assignments and assessments, then...

I reserve the right to drop you from the course or submit a failing grade for the course at my discretion. If you do not complete the online orientation by the due date, you will be dropped from the course as "never attended." You may withdraw from the course and request a grade of "W" by the student-initiated drop date. If you fail to uphold the requirements of this policy, you will receive the grade earned at the end of the semester.

### **\*\*\*INSTRUCTOR NOTE:\*\*\***

Often, your success in the course can be maintained through discussion with me. Please let me know if you are experiencing difficulties. If you have concerns, tell me immediately. I can only help if I am aware of the situation. Communicate issues as early as possible. There is absolutely nothing I can do to prevent failure if I find out about the issue too late.

### **Student Behavioral Expectations or Conduct Policy:**

Students are expected to maintain classroom decorum that includes respect for other students and the professor, prompt and regular attendance—even virtual, and an attitude that seeks to take full advantage of the educational opportunity. That means please demonstrate respect to all who participate in this learning environment at all times and in each interaction.

Please know that I read my email several times during the day; however, if you send me an email at 11 PM with a question you need answered before the class tomorrow I might not see it. I do not always read email on the weekends. Do not expect instantaneous responses from me via email. Additionally, although I provide you with my personal cell phone number, I am not always immediately able to respond. Please be kind and patient.

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Lastly, integrity is critical in the business world and in academia. Cheating of any kind will not be tolerated. A zero will be given for the first instance of cheating; failure in the course will result from any additional instance. I will also escalate the matter on the second instance of cheating. This is particularly true with plagiarism. Plagiarism.org (2017) defined plagiarism this way:

1. turning in someone else's work as your own
2. copying words or ideas from someone else without giving credit
3. failing to put a quotation in quotation marks
4. giving incorrect information about the source of a quotation
5. changing words but copying the sentence structure of a source without giving credit
6. copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not

**[Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)**

**(<https://www.mclennan.edu/highlander-guide/policies.html>)**

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

If you drop a class or are dropped from a class after the census date and before the last day for student-initiated withdrawals, the class will appear on your transcript with a grade of "W" but will not affect your grade point average. However, courses dropped after this date will count against your six-course drop limit and will factor into your completion percentage when calculating your Satisfactory Academic Progress for financial aid purposes.

You need to be concerned about your scholarship, grants, and graduation all during the semester, NOT after you earned an F or a W. Do not participate when the mood strikes you; you are expected to participate throughout the entire semester. Please contact me if you have extenuating circumstances.

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## ACADEMIC RESOURCES/POLICIES

### **Student Support/Resources:**

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact a Success Coach by calling (254) 299-8226 or emailing [SuccessCoach@mclennan.edu](mailto:SuccessCoach@mclennan.edu). Students may visit the Completion Center Monday-Friday from 8 a.m.-5 p.m. to schedule a meeting with a Success Coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff based on household size. Text (254) 870-7573 to schedule a pantry appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

### **MCC Foundation Emergency Grant Fund:**

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at [https://www.mclennan.edu/foundation/docs/Emergency\\_Grant\\_Application.pdf](https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf).

### **Minimum Technical Skills:**

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

### **Backup Plan for Technology:**

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

### **Minimum System Requirements to Utilize MCC's D2L|Brightspace:**

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty%20and%20Staff%20Commons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

**Email Policy:**

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails.

**Instructional Uses of Email:**

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

**Email on Mobile Devices:**

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email [Helpdesk@mclennan.edu](mailto:Helpdesk@mclennan.edu) for help.

**Forwarding Emails:**

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

**MCC Academic Integrity Statement:**

Go to [www.mclennan.edu/academic-integrity](http://www.mclennan.edu/academic-integrity) for information about academic integrity, dishonesty, and cheating.

**Accommodations/ADA Statement:**

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit [www.mclennan.edu/disability](http://www.mclennan.edu/disability).

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

[disabilities@mclennan.edu](mailto:disabilities@mclennan.edu)

254-299-8122

Room 319, Student Services Center

**Title IX:**

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at [titleix@mclennan.edu](mailto:titleix@mclennan.edu) or by calling Dr. Drew Canham (Chief of Staff for Diversity, Equity & Inclusion/Title IX) at (254) 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>.

Go to McLennan's Title IX webpage at [www.mclennan.edu/titleix/](http://www.mclennan.edu/titleix/). It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

**Disclaimer:**

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.