

Updated 08/03/2023



WACO, TEXAS

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**COURSE SYLLABUS**

**AND**

**INSTRUCTOR PLAN**

**LEAN SIX SIGMA**

**QCTC 1391 – W080**

**DR. TOMMY “T-LOW” LOWRANCE**

**NOTE: This is an Online course.**

**Course Description:**

Topics address recently identified current events, skills, knowledge, and/or attitudes and behaviors pertinent to the technology or occupation and relevant to the professional development of the student. The course is designed to be repeated multiple times to improve proficiency.

**Prerequisites and/or Corequisites:**

Prerequisites: MATH 1342 is strongly advised. Semester Hours 3 (3 lecture). May be waived at the instructor's discretion. **This course MUST be taken in order to do the Internship in the next long semester immediately following this course!**

**Course Notes and Instructor Recommendations:**

For Supply Chain and Operations Management majors, this is a required course, so you don't have much choice! However, this is a very practical course which will help you in the future, as well as on your current job. You will have the opportunity to apply what you have learned on your present and past jobs and in your other courses. You will also be introduced to areas of management that you knew affected you on your job, but you may not have understood why. Even if you are not interested in working as an operations manager, you will be affected by every aspect of operations as an employee! And, we will have lots of fun!

**Instructor Information:**

Instructor Name: Dr. Tommy "T-Low" Lowrance

MCC Email: [tlowrance@mclennan.edu](mailto:tlowrance@mclennan.edu)

Office Phone Number: 254-299-8059

Cell Phone Number (best option): 254-744-1873

Office Location: BTB 210

Office/Teacher Conference Hours:

Face-to-Face Office Hours    T/TH 1:00 pm – 2:30 pm

Online Office Hours            M/W 1:00 pm – 2:30 pm

                                                 T 5:30 pm – 6:30 pm

Zoom—Appointment Only    Zoom ID: 254 299 8059        Password: leader

**Correspondence Policy:**

Emails are returned within 24 hours of receipt except when received over the weekend or during holidays. Those will be returned the first business day the College is open.

**Required Text & Materials:**

Title: Certified Six Sigma Green Belt Primer (CSSGB)—bought at MCC bookstore!

Author: Wortman

Edition: 4th

Publisher: Quality Council of Indiana

Copyright: ©2022

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

**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.
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 Lean Six Sigma methodology. 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 Six Sigma and how it fits into different organizations. Special attention is given to what is needed to establish and maintain Six Sigma approaches and controls as a function of operations management.

**Course Attendance/Participation Guidelines:**

If a student is not in attendance in accordance with the policies/guidelines of the class as outlined in the course syllabus as of the course census date, faculty are required to drop students from their class roster prior to certifying the respective class roster. A student's financial aid will be re-evaluated accordingly and the student will only receive funding for those courses attended as of the course census date.

**Definitions**

The terminology we use is important.

*Drops* occur BEFORE the census date and do not count against the student's maximum withdrawal count of 6 classes, as defined by state law.

*Withdrawals* occur AFTER the census date and count in the student's maximum withdrawal count of 6 classes.

Faculty/Instructors process instructor-led class drops and withdrawals for their classes. Students who desire to be reinstated into a course must contact the course instructor to determine whether the student is eligible for reinstatement. The decision of the course instructor regarding whether or not a student will be reinstated is final.

**Online & Hyflex Course Attendance Policy (Business Division)**

To be counted as attending BEFORE the census date, a student must complete and submit at least ONE assignment. Discussion boards, syllabus quizzes, the first set of homework, etc. are considered as meeting the criteria for an assignment. An email to the instructor does NOT count. Logging into Brightspace and accessing content does NOT count. Any student who fails to complete and submit at least one assignment prior to the census date will be dropped from the course.

Past the census date, students who fail to submit two consecutive modules of work without notification of an excused absence as per MCC policy prior to the 60% point of the term may be withdrawn from the course. If a student completes any part of a work module, they have “attended” and will not be withdrawn. If a student fails to submit two consecutive modules of work without notification of an excused absence as per MCC policy and the class is past the 60% point of the term, the instructor will NOT withdraw the student. The student will be assigned the grade earned at the end of the term.

**Course Outline or Schedule:**

<b>Week</b>	<b>Due Date</b>	<b>Assigned Reading</b>	<b>Assignments Due</b>
<b>1</b>	1-18	Syllabus & Orientation	Orientation Quiz
<b>2</b>	1-25	Chapter 2	Ch. 2 Homework Practice Ch. 2 Quiz
<b>3</b>	2-1	Chapter 3	Ch. 3 Homework Practice Special Topics Summary Ch. 3 Quiz
<b>4</b>	2-8	Chapter 4	Ch. 4 Homework Practice Special Topics Summary Ch. 4 Quiz
<b>5</b>	2-15	Chapter 5	Ch. 5 Homework Practice Special Topics Summary Ch. 5 Quiz Exam 1 (Chpts 2-5)
<b>6</b>	2-22	Chapter 6	Ch. 6 Homework Practice Check Sheet, Histogram, & Mode Assign. Ch. 6 Quiz

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7	3-1	Chapter 7	Ch. 7 Homework Practice Normal Distribution Assignment Scatter Diagram Assignment
8	3-8	Chapter 7	Ch. 7 Quiz
9	3-22	Chapter 8	Ch. 8 Homework Practice Cpk Assignment
10	3-29	Chapter 8	Ch. 8 Quiz Exam 2 (Chpts 6-8)
11	4/5	Chapter 9	Ch. 9 Homework Practice Hypothesis Testing Assignment
12	4-12	Chapter 9	Special Topics Summary Ch. 9 Quiz
13	4-19	Chapter 10	Ch. Homework Practice Special Topics Summary
14	4-26	Chapter 10	Ch. 10 Quiz
15	5-3	Chapter 11	Ch. 11 Homework Practice p-Chart Assignment Ch. 11 Quiz Exam 3 (Chpts 9-11)
16	5-5	Final Exam	Comprehensive Final (Chpts 1-11)

**Course Grading Information:**

**Orientation Quiz—5%**

Students will be required to complete an Orientation Quiz under the Content tab. They will select Orientation Start Here—Week 1. Then they will be allowed to take the Orientation Quiz after reviewing the material located there. Students MUST successfully complete the Orientation Quiz with a score of 100 before the remaining Learning Modules will open for them to complete.

**Homework Assignments—25%**

Students will be given a number of homework assignments, many of which will require students to demonstrate a thorough understanding of the material they have learned and apply that understanding. Most of these will require the use of attached documents and statistical calculations.

**Special Topics—10%**

Students will be assigned a topic which they will be expected to research further. It is expected that they will find at least 2 sources for each topic and write a brief, 2-page double-spaced

summary of their topic. Proper spelling, grammar, and punctuation will be graded. Additionally, APA documentation should be used. The professor has provided a Sample APA paper and does require both a coversheet and a references page—obviously neither count toward the 2 pages of research.

**Chapter Quizzes—20%**

Short quizzes are expected for each chapter covered. These quizzes will typically be about 20 questions and are mostly multiple choice. Students will be given 30 minutes for each quiz and 3 attempts will be allowed. I will take the highest of the 3 attempts. You may not start and then stop a quiz. Once you begin any quiz, then you must complete it. You will need a calculator. See Chapter 1 of your CSSGB Primer for calculator specifics; however, a good scientific calculator should work. It cannot do graphing...

**Unit Exams—20%**

There will be 3 Unit Exams taken during the semester. These exams will be approximately 50 multiple choice questions and students are given 60 minutes to complete the exam. Time is a factor on these exams as they prepare you to sit for the timed Six Sigma Green Belt certification exam. Students are only able to take Unit Exams 1 time (once). You may not start and then stop an exam. Once you begin any exam, then you must complete it. You will need a calculator. See Chapter 1 of your CSSGB Primer for calculator specifics; however, a good scientific calculator should work. It cannot do graphing...

**Comprehensive Final Exam—10%**

Students are required to complete a 100-question final exam. You will be given 240 minutes to complete the exam and time is a factor. You will only be able to take this exam by the Final Exam due date or earlier. You will also only be given 1 attempt to take this exam. You will need a calculator. See Chapter 1 of your CSSGB Primer for calculator specifics; however, a good scientific calculator should work. It cannot do graphing...

**Homework Practice—10%**

In each CSSGB Primer there are homework problems in the back of each chapter—usually on a colored paper (green typically). These problems also come with the answers in the text. However, they provide excellent practice and preparation for quizzes and exams. Each week students will be assigned 10 problems that they are expected to complete and submit. For full credit, students **MUST SHOW THEIR WORK!**

Course assignments, activities, and discussion board participation will be graded and a grade released within two (2) calendar weeks of the assignment's due date. Any student without a submission on the due date will be assigned a zero (0) grade. The late work policy below

establishes whether late work for unexcused absences will be accepted, any penalization that occurs due to the submission of late work, and how/when the grade will be updated.

**Late Work and Make Up Work Policies:**

Assignment due dates can be found on your schedule, within this syllabus, and associated with each assignment and exam on Brightspace. **All work is due on or before the assigned Due Date and time!** If you miss the assigned due date for assignments, there will be a 10% penalty assessed for each day late. Late work will not be accepted beyond 1 week from the due date. Students will **NOT** be allowed to make up missed coursework unless there is a documented reason (family death/significant medical reason) as to why the work was missed. If there is something that you believe may hinder the completion of an exam on time, it is your responsibility to contact the instructor to inform him.

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.

A grade of Incomplete (I) will only be issued for students who need only to take the final exam and have an extenuating circumstance that resulted in an excused absence (documentation must be provided) for the day of the final exam.

**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.

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

**Artificial Intelligence (AI) Statement:** Any work written, developed, produced, or created using artificial intelligence (AI) is considered plagiarism and is not tolerated. Certainly, there is a time and place for its use; however, in terms of learning and education it circumvents the learning process by artificially creating work that robs the learner from the opportunity to do so. If you have any questions as to what qualifies as artificial intelligence, then please direct your questions to your instructor. For this class, the use of AI is NOT permitted.

**Use of Turn-It-In for Ensuring Academic Integrity**

***Turnitin*** (<https://www.turnitin.com/>): In order to help students learn proper composition skills and to promote academic honesty, this class may use the services provided by Turnitin (hereinafter, the “Service”). The above URL contains information about the capabilities, services, terms and conditions, and privacy policy of the Service. Faculty may use the Service to review all submitted assignments.

Students agree that by taking this course all required papers may be subject to submission for textual similarity review to Turnitin for the detection of plagiarism. All submitted papers will be included as source documents in the Turnitin reference database solely for the purpose of detecting plagiarism of such papers. Students further understand that if the results of the review support an allegation of academic dishonesty, the students’ work will be investigated and the student is subject to discipline according to policy.

**[Click Here for the MCC Attendance/Absences Policy](#)**

**(<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.

06/24/2025



## **ACADEMIC RESOURCES/POLICIES**

### **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 Accommodations (Disability Services) as soon as possible to begin the steps for requesting accommodations. 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 Accommodations (Disability Services). 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

### **Title IX:**

Title IX of the Education Amendments of 1972 is a Federal civil rights law that prohibits discrimination on the basis of sex in educational programs and activities that receive Federal funds. 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 a Title IX incident are encouraged to immediately contact the Title IX Coordinator at [titleix@mclennan.edu](mailto:titleix@mclennan.edu) or by calling, Dr. Claudette Jackson, (Accommodations/Title IX) at (254) 299-8465.

Additionally, Title IX provides rights and protections for pregnant and newly parenting students which can include educational accommodations such as excused absences

and the opportunity to make up assignments and tests. Lactation spaces are also available on campus. Please email [titleix@mclennan.edu](mailto:titleix@mclennan.edu) for more information.

MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Faculty and Staff may email [titleix@mclennan.edu](mailto:titleix@mclennan.edu) to submit a report.

Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student may report sexual harassment anonymously by visiting <https://www.lighthouse-services.com>

Visit McLennan's Title IX webpage at <https://www.mclennan.edu/titleix/> to learn more about Title IX protections, reporting, and resources.

### **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/>

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to <https://calendly.com/paulannespantry-mcc/15min>.

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom. You can contact the Academic Support and Tutoring team via Zoom or email ([ast@mclennan.edu](mailto:ast@mclennan.edu)) by going to our website (<https://www.mclennan.edu/academic-support-and-tutoring/>)

### **Success Coaching Services is here for you.**

We know life can be overwhelming sometimes—and that challenges outside the classroom can impact your success inside it. That's why our Success Coaches provide personalized support to help you navigate it all.

Success Coaching is available to every MCC student, no matter where you're starting from. Whether you're looking for direction, need quick advice, or just want someone to talk to, our coaches are here to listen, celebrate your strengths, and help you move forward with confidence. At Success Coaching Services, your voice is heard, your goals matter, and your future is our focus.

To learn more or schedule an appointment, visit [www.mclennan.edu/successcoaching](http://www.mclennan.edu/successcoaching), call 254-299-8226, or email [success@mclennan.edu](mailto:success@mclennan.edu).

College personnel also recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources and other essential resources, we encourage you to contact the CREW - Campus Resources Education Web by calling 254-299-8561 or emailing [crew@mclennan.edu](mailto:crew@mclennan.edu).

Success Coaching Services, the CREW, and Paulanne's Pantry are located on the second floor of the Student Services building in Success Coaching Services, suite 249.

The Student Counseling Center offers confidential mental health counseling to currently enrolled students at no charge. Counselors are trained to help students with problems related to personal, social, and emotional concerns. Sessions focus on short-term goals in order to facilitate students college success and adjustment. This service is available to students in person or through Zoom.

Make an appointment to meet with a counselor by visiting the center in the Wellness & Fitness building, room 101, calling 254-299-8210, or emailing [counseling@mclennan.edu](mailto:counseling@mclennan.edu).

### **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/scholarships-and-resources/emergencygrant.html>

### **MCC Academic Integrity Statement:**

Please view our [Academic Integrity statement](#) for more information about academic integrity, dishonesty, and cheating. The unauthorized use of artificial intelligence (AI) for classwork can be a violation of the College's General Conduct Policy. Whether AI is authorized in a course and the parameters in which AI can be used in a course will be outlined by each instructor.

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

For online and blended/hybrid courses, students must have access to a reliable computer and internet. For more information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system go to: <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-and-StaffCommons/requirements.html>

**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.

**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. For more information about your student email account, go to [www.mclennan.edu/studentemail](http://www.mclennan.edu/studentemail).

**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.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

**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.

For more helpful information about technology at MCC, go to [MCC's Tech Support](#) or email [helpdesk@mclennan.edu](mailto:helpdesk@mclennan.edu).

**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.