

Updated 08/03/2023



WACO, TEXAS

COURSE SYLLABUS

AND

INSTRUCTOR PLAN

TOTAL QUALITY MANAGEMENT

QCTC - 1301 – 0280

DR. TOMMY “T-LOW” LOWRANCE

NOTE: This is an Online Summer II course.

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Course Description:

The study of integrating work processes using team participation through employee empowerment and teamwork emphasizing the philosophy of customer service and satisfaction.

Prerequisites and/or Corequisites:

There are no prerequisites for this course.

Course Notes and Instructor Recommendations:

This course is designed to provide Supply Chain and Operations Management students with a broad understanding of various quality systems that are prevalent throughout the world. Particular attention will be given to the W. Edwards Deming system known as Total Quality Management (TQM), ISO 9000, lean manufacturing, Six Sigma, and JIT systems.

The textbook and Brightspace online learning environment play an integral role throughout this course. All lectures, case studies, and the research paper will be completed using Brightspace. As such, you must have basic computer skills to be successful in this course.

Essential business skills will be reinforced throughout this semester. These are skills necessary to achieve success in the workplace and in life. You will need to read your textbook for this class. You may also need to read each chapter more than once or do some additional research on the cases presented. Don't sell yourself short by not putting in adequate effort to earn your grade.

Instructor Information:

Instructor Name:	Dr. Tommy "T-Low" Lowrance
MCC Email:	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:	
Online Hours	M/W 1:00 pm – 2:00 pm

Other times are available. Please schedule them by email.

Zoom by appointments only: Zoom ID: 254 299 8059 Password: leader

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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:

*****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 or the MCC bookstore with instructions on how to access the textbook for this course. You can also see the Brytewave Link below. 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.

Title: Total Quality Management and Operational Excellence
Author: Oakland, Oakland, & Turner
Edition: 5th
Publisher: © 2021 Routledge
ISBN: 978-1-315-56197-4

Brytewave Link (also in Course Orientation): <https://brytewave.redshelf.com/app/ecom/shelf>
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

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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 specific situations in class discussions and team projects;
- Take part in group work and assignments; and,
- Practice and improve your skills in thinking, speaking, and writing.

Furthermore, if all goes as planned, you will leave the course with an increased awareness of what is involved in operations management. 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 operations management and how they fit into different organizations. Special attention is given to applying a TQM system 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.

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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 will 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:

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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Due Date	Assigned Reading	Assignments Due
7/16	Syllabus & Course Orientation	Orientation Quiz Introduction
7/20	Chapters 1-3	All Part 1 Activities
7/27	Chapters 4-6	All Part 2 Activities
8/3	Chapters 7-9	All Part 3 Activities & ISO Research Paper
8/10	Chapters 10-11	All Part 4, Section 1 Activities
8/12	Chapters 12-14	All Part 4, Section 2 Activities

Course Grading Information:

Grades will be weighted as follows:

Orientation Quiz	x	10%	=	_____
Assignments	x	60%	=	_____
Research Paper	x	30%	=	_____
Total		100%	=	_____

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

Orientation Quiz—10%

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, which is used in many different courses in the Supply Chain and Operations Management program.

Assignments—60%

The course is divided into 4 parts, with the last part being further divided into two sections. Each of these parts/sections center on an integral aspect of TQM. For each part/section, students will work in assigned teams to analyze information presented in a case study and prepare a

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presentation to senior management on the issues identified in the case. Students will be graded based on:

- Participation – 50%
- Presentation Slide Content and Aesthetics – 20%
- Presentation Notes/Script – 30%

Research Paper—30%

Each student will submit a research paper meeting the criteria defined in Brightspace. The research paper is considered a capstone project for the course.

Late Work 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 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.

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:

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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 of 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)

(<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.

07/02/2024



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 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

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

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 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 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 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/>

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) by going to our website (<https://www.mclennan.edu/academic-support-and-tutoring/>)

At our campus, we understand that students face numerous challenges beyond the classroom. That's why we offer Success Coaches who are dedicated to helping you succeed. Our coaches know that life can sometimes get in the way of your educational goals. Through personalized meetings, Success Coaches empower you to overcome obstacles, maximize your potential, and create a clear path to both academic and personal success. Our Success Coaches are ready to help you achieve your dreams! Schedule your appointment today by calling 254-299-8226 or emailing 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.

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>.

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.

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:

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

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.

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 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.

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.