Course Syllabus

IS784- Statistical Process Control and Quality Tools

Catalog Description: This course seeks to introduce students with concepts and definition related to quality management. It further provides student with understanding of issues related to statistical process control (SPC) based quality improvement techniques and their significance in different avenues like production planning and control, and decision making.

Credit Hours: 3 Credit hours: 3 Lectures per week 0 Labs. per week 0 Recitation per week

Prerequisites: None

Course Learning Outcomes:

1. Understand the theories of Total Quality Management and Total Quality Education.
2. Identify problems in the quality improvement process.
3. Apply the knowledge of statistics and probability in the field of quality management and control.
4. Use Statistical Process Control (SPC) techniques
5. Examine Statistical Process Control (SPC) data
6. Perform process capability and specification studies.
7. Explain total quality implementation phases
8. Propose how to plan and execute quality management strategies in different scenarios

Major Topics:

- The Total Quality Approach and Quality Management
- Statistical Process Control (SPC) and its significance
- Strategic Management and issues
- Ethics and Quality Management
- Quality standards
- Continual Improvement Methods
- Total Quality Tools and Techniques
- Leadership, Change and Quality Culture

Text Books: Goetsch, D. L., & Davis, S. B. (2016). Quality management for organizational excellence: Introduction to total quality (8th ed.). Upper Saddle River, NJ: Pearson. ISBN: 978-0133791853
https://www2.tesu.edu/syllabus/current/APS-402/syllabus_APS-402.html

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Grading:

- The grading scale for this course is:

95 - 100	A+	Passing
90 - 94	A	Passing
85 - 89	B+	Passing
80 - 84	B	Passing
75 - 79	C+	Passing
70 - 74	C	Passing
0 - 69	F	Failing

- Final grades will be determined based on the following components:
  . 60% Semester Work
  . 40% Final Exam

- Students may not do any additional work for extra credit nor resubmit any graded activity to raise a final grade.

- Late submissions will not be accepted for any graded activity for any reason.

- Students have one week to request the re-grading of any semester work.

Attendance Policy:

Students should attend 80% of the overall course hours taught in the semester as per the University regulations.

If a student fails to achieve this portion, he/she shall not be allowed to appear in the final exam and shall be awarded "DN" grade and repeat the course.

Cheating and Plagiarism Policy:

The instructor will use several manual and automated means to detect cheating and/or plagiarism in any work submitted by students for this course.

When a student is suspected of cheating or plagiarism, the instructor raises the issue to the disciplinary committee.

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Communications:

Registered students will be given access to a section of the Learning Management System (LMS) for this course. LMS will used as the primary mechanism to disseminate course information, including announcements, lecture slides, assignments, and grades.

Communication with the instructor on issues relating to the individual student should be conducted using CIS email, via telephone, or in person.