

## Principles of Quality (PTAC 2314) Online



**Credit:** 3 semester credit hours (3 hours lectures)

### Prerequisite:

- MATH 1332, PTAC 1302
- Complete the Online Orientation and answer yes to 7+ questions on the Online Learner Self-Assessment:  
<http://www.lit.edu/depts/DistanceEd/OnlineOrientation/OOStep2.aspx>

### Course Description

This course is the study of the background and application of quality concepts. Topics include team skills, quality tools, statistics, economics and continuous improvement. *This course is time-bound, structured, and completed totally online.*

### Required Textbooks and Materials

- Quality Concepts for the Process Industry (ISBN: 13: 978-1435482449)
- Access to the internet (See Technical Requirements below)

### Course Objectives

Upon completion of this course, the student will be able to:

1. Identify why quality is important, how it all began and the key contributors to the movement of quality.
2. Describe the principles of quality control.
3. Demonstrate team skills
4. Identify the economics of quality, the components of a quality system and the cost associated with quality.
5. Apply principles and tools of quality to process systems.
6. Use statistical process controls to collect, organize, and analyze data.

### Course Outline

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|----------------------------------|--|
| A. Why Quality is Important      |  |
| a. Quality as a Competitive Tool | c. The First Heralds of Quality          |
| b. Quality Systems               | d. Sarasohn's Systems Approach           |
| c. The Quality Marathon          | e. Quantity Versus Quality               |
| d. Defining Quality              | f. Modern Industrial Production          |
| e. The Way We Must Think         | g. American Enters the Unending Marathon |
| B. How It All Began              | C. The Quality Gurus                     |
| a. Defining Quality              | a. W. Edwards Deming (1900-1993)         |
| b. The Business Need for Quality |  |

## PTAC 2314

- b. Joseph M. Juran (1904-2008)
  - c. Philip B Crosby (1926-2001)
  - d. The Japanese Gurus
  - e. Kaoru Ishikawa (1915-1989)
  - f. Genichi Taguchi (1924- )
  - g. Scenario
  - h. Two Infants Die After Getting Adult Doses
- D. The International Standards Organization
- a. Products and Service Organization
  - b. How ISO Began
  - c. Standardization and Benefits
  - d. American Embraces ISO
  - e. Applying for an ISO Standard
  - f. Maintaining ISO Registration
  - g. From ISO 9000 to ISO 2000
  - h. ISO 14000
- E. Total Quality Management
- a. Total Quality Management
  - b. Barriers to TQM
  - c. Initiating TQM
  - d. TQM for Profit
  - e. Acceptable Quality Levels
  - f. Performance Levels
  - g. Quality Awards
- F. Customer Satisfaction
- a. The Customer
  - b. What is a Customer
  - c. Dissatisfied Customers
  - d. Maintaining Customer Satisfaction
  - e. Beyond Customer Satisfaction
  - f. Company Growth and Customer Satisfaction
- G. Employee Empowerment
- a. Employee Empowerment
  - b. Employee Development
  - c. Involvement and Empowerment
  - d. Motivation for Empowerment
  - e. Attitude and Behavior
- H. Teamwork and Teams
- a. The Business Need for Teams
  - b. Developing the Team
  - c. Diversity
  - d. Becoming a Team Member
  - e. Teams for Continuous Improvement
  - f. Team Dynamics
- I. Communication
- a. Communication
  - b. Methods of Communication
  - c. How to Ask Questions
  - d. Body Language and Gestures
  - e. Barriers to Effective Communication
- J. Personal Effectiveness
- a. Employee Responsibilities
  - b. Motivation
  - c. Leadership
  - d. Organizational Aspects of the Human Relations System
- K. The Economics of Quality
- a. What is Economics
  - b. The Marketplace Economy
  - c. Supply, Demand, and Prices
  - d. Competition
  - e. Innovation
  - f. Productivity
  - g. Industrial Economics and Cost Reduction

## PTAC 2314

- h. The Global Marketplace
- i. Global Competition
- L. Quality as a System
  - a. Systems and Subsystems
  - b. The Process Unit as a System
  - c. Customers and Suppliers of the System
  - d. Requirements (the What Questions)
  - e. Quality as a System
- M. The Cost of Quality
  - a. Work
  - b. The War on Waste
  - c. The Cost of Quality (COQ)
  - d. The Measurement of Quality
- N. Quality Tools (Part 1)
  - a. Beginning Quality Improvement
  - b. The Scientific Approach
  - c. The Purpose of Quality Tools
  - d. Brainstorming
  - e. Check Sheets
  - f. Run Charts
  - g. Scatter Diagrams
  - h. Process Flowcharts
- O. Quality Tools (Part 2)
  - a. Pie Charts
  - b. Cause-and-Effect Diagrams (Fish Bone Diagrams)
  - c. Histograms
  - d. Pareto Charts
  - e. Control Charts
- P. Variation
  - a. Variation in Processes
  - b. Process Variation as a Tool
  - c. Variation and Achieving Statistical Control
  - d. Shewhart and Deming on Variation
  - e. The Necessity of Control Charts
- Q. Statistical Process Control
  - a. The United States and the Beginning of Statistical Process Control
  - b. Histograms (Revisited)
  - c. The Normal Distribution
- R. SPC and Control Charts
  - a. SPC and Control Charts
  - b. Statistics for SPC
  - c. Basic X bar and R Control Charts
  - d. Interpreting Control Charts
  - e. Test for Lack of Control
- S. Process Capability
  - a. The Scientific Foundation of a Process Capability Study
  - b. Problems solved by Process Capability Studies
- T. Epilogue
  - a. The Advantages of Quality

### Grade Scale

90-100	A
80-89	B
70-79	C
60-69	D
0-59	F

## **Course Evaluation**

Final grades will be calculated according to the following criteria;

Participation on Discussion Boards	10%
Assignments	20%
Exams (6)	40%
Final	30%

## **Course Requirements**

1. Assignments
2. Discussions
3. Take 6 Tests
4. Take Comprehensive Final Exam

## **Course Policies**

1. You must log onto Blackboard and access this course a minimum of three times per week.
2. No cheating of any kind will be tolerated. Students caught cheating or helping someone to cheat can and will be removed from the class for the semester. Cheating can result in expulsion from LIT.
3. If you wish to drop a course, the student is responsible for initiating and dropping the course. If you stop logging-in to the course and do not complete the course drop process, then you will receive an “F” grade for the course
4. Internet Usage – Students are expected to use proper net etiquette while participating in course emails, assignment submissions, and online discussions.
5. Assignments submitted more than a week late will be reduced 25%.
6. If a test is missed due to an emergency situation, the student will have one week to make it up; otherwise a grade of 0 will be assigned.
7. A student who wishes to drop a course is responsible for initiating and completing the drop process. A student who stops coming to class, and fails to drop the course, will earn an “F” in the course.

## **Student Code of Conduct Statement**

It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the LIT Catalog and Student Handbook. The LIT Catalog and Student Handbook may be accessed at [www.lit.edu](http://www.lit.edu) or obtained in print upon request at the Student Services Office.

## **Disabilities Statement**

The American with Disabilities Act of 1992 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. Among other things, these statutes require that all students with documented disabilities be guaranteed a learning environment that provides for reasonable accommodations for their disabilities. If you believe you have a disability

## PTAC 2314

requiring an accommodation, please contact the Special Populations Coordinator at (409) 880-1737 or visit the office in Student Services, Cecil Beeson Building.

### Technical Requirements

The latest technical requirements, including hardware, compatible browsers, operating systems, software, Java, etc. can be found online at:

<http://kb.blackboard.com/pages/viewpage.action?pageId=25368512>

A functional broadband internet connection, such as DSL, cable, 3G, 4G, WiMAX, WiFi, satellite, or other broadband access is necessary to maximize the use of the online technology and resources.

### Course Schedule

Week	Topic	Reference
1, 2	Course introduction and policies Online Orientation Why Quality is Important How It All Began The Quality Gurus	Chapter 1 Chapter 2 Chapter 3 Discussion 1
3	Test 1 Chap. 1-3 The International Standards Organization	Chapter 4
4	Total Quality Management Customer Satisfaction	Chapter 5 Chapter 6 Assignment 1 Discussion 2
5	Test 2 Chap. 4-6 Employee Empowerment	Chapter 7
6	Teamwork and Teams	Chapter 8
7	Communication	Chapter 9 Discussion 3
8	Test 3 Chap. 7-9 Personal Effectiveness	Chapter 10
9	SPRING BREAK	

## PTAC 2314

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10	The Economics of Quality	Chapter 11 Discussion 4
11	Quality as a System	Chapter 12
12	Test 4 Chap. 10-12 The Cost of Quality	Chapter 13 Assignment 2
13	Quality Tools (part 1) Quality Tools (part 2)	Chapter 14 Chapter 15 Discussion 5
14	Test 5 Chap 13-15 Variation	Chapter 16 Assignment 3
15	Statistical Process Control SPC and Control Charts Process Capability	Chapter 17 Chapter 18 Chapter 19 Discussion 6 Assignment 4
16	Test 6 Chap.16-20	
17	Final Exam Chap.1-20	

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### Instructor Information

Walter Tucker  
TA1-107B  
409-880-8381  
wltucker@lit.edu