Principles of Quality (PTAC 2314 3D1)

CREDIT
3 Semester Credit Hours (3 hours lecture, 0 hours lab)

MODE OF INSTRUCTION
Face to Face

PREREQUISITE/CO-REQUISITE:
MATH 1332, PTAC 1302

COURSE DESCRIPTION
Study of the background and application of quality concepts. Topics include team skills, quality tools, statistics, economics and continuous improvement.

COURSE OBJECTIVES
Upon completion of this course, the student will be able to
1. Use statistical process controls to collect, organize, and analyze data.
2. Describe the principles of quality control
3. Use quality tools

INSTRUCTOR CONTACT INFORMATION
Instructor: L.G. Williams
Email: lwilliams4@lit.edu
Office Phone: 409-427-5355
Office Location: T5 Room 108D
Office Hours: Monday and Wednesday 8:00 – 9:00

REQUIRED TEXTBOOK AND MATERIALS

ATTENDANCE POLICY
1. Missing more than 20% of classes will result in an automatic “F” for the course.
2. Absences are counted for unexcused, excused and coming to class late.
3. Missing more than 20% of a class period will count as an absence.
4. Being tardy 2 times equals 1 absence.

Approved: Initials/date
**DROP POLICY**
If you wish to drop a course, you are responsible for initiating and completing the drop process. If you stop coming to class and fail to drop the course, you will earn an “F” in the course.

**COURSE CALENDAR**

<table>
<thead>
<tr>
<th>DATE</th>
<th>TOPIC</th>
<th>READINGS (Due on this Date)</th>
<th>ASSIGNMENTS (Due on this Date)</th>
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| Week 1,2 | Course introduction and policies  
|         | Why Quality is Important  
|         | How It All Began  
|         | The Quality Gurus | Chapter 1  
|         | Chapter 2  
|         | Chapter 3 | | |
| 3      | The International Standards Organization | | Test 1 Chap. 1-3                  |
| 4      | Total Quality Management  
|         | Customer Satisfaction | Chapter 5  
|         | Chapter 6 | | |
| 5      | Employee Empowerment | Chapter 7 | Test 2 Chap. 4-6                  |
| 6      | Teamwork and Teams | Chapter 8 | Test 2 Chap. 4-6                  |
| 7      | Communication | Chapter 9 | Test 2 Chap. 4-6                  |
| 8      | Personal Effectiveness | Chapter 10 | Test 3 Chap. 7-9                  |
| 9      | The Economics of Quality | Chapter 11 | Test 3 Chap. 7-9                  |
| 10     | Quality as a System | Chapter 12 | Test 4 Chap. 10-12                |
| 11     | The Cost of Quality | Chapter 13 | Test 4 Chap. 10-12                |
| 12     | Quality Tools (part 1)  
|         | Quality Tools (part 2) | Chapter 14  
|         | Chapter 15 | | |
| 13     | Variation | Chapter 16 | Test 5 Chap 13 - 15               |
| 14     | Statistical Process Control  
|         | SPC and Control Charts | Chapter 17  
|         | Chapter 18  
|         | Chapter 19 | | |
COURSE EVALUATION
Final grades will be calculated according to the following criteria:

- Assignments: 10%
- Exams (6): 50%
- Final: 40%

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

TECHNICAL REQUIREMENTS
The latest technical requirements, including hardware, compatible browsers, operating systems, etc. can be online at https://lit.edu/online-learning/online-learning-minimum-computer-requirements. A functional broadband internet connection, such as DSL, cable, or WiFi is necessary to maximize the use of online technology and resources.

DISABILITIES STATEMENT
The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. LIT provides reasonable accommodations as defined in the Rehabilitation Act of 1973, Section 504 and the Americans with Disabilities Act of 1990, to students with a diagnosed disability. The Special Populations Office is located in the Eagles’ Nest Room 129 and helps foster a supportive and inclusive educational environment by maintaining partnerships with faculty and staff, as well as promoting awareness among all members of the Lamar Institute of Technology community. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409)-951-5708 or email specialpopulations@lit.edu. You may also visit the online resource at Special Populations - Lamar Institute of Technology (lit.edu).

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. Please note that the online version of the LIT Catalog and Student Handbook supersedes all other versions of the same document.

STARFISH
LIT utilizes an early alert system called Starfish. Throughout the semester, you may receive emails from Starfish regarding your course grades, attendance, or academic performance. Faculty members record student attendance, raise flags and kudos to express concern or give praise, and you can make an appointment with faculty and staff all through the Starfish home page. You can also login to Blackboard or MyLIT and click on the Starfish link to view academic alerts and detailed information. It is the responsibility of the student to pay attention to these emails and information in Starfish and consider taking the recommended actions. Starfish is used to help you be a successful student at LIT.

ADDITIONAL COURSE POLICIES/INFORMATION
Weekly assignments subject to change per LIT and the Instructor.