

MGMT 432
QUALITY MANAGEMENT

CLASS SCHEDULE
FALL TRIMESTER 1998

SECTION A
(WEDNESDAY)
7:30pm UNTIL 10:20pm

INSTRUCTOR:
PAUL G. BERLIN

WEEK 1
Wednesday

DATE CLASS # TOPIC

9/02	1	LECTURE/DISCUSSION 1. Introduction and Overview of the MGMT. 432 syllabus and course requirements.
		ASSIGNMENTS/HOMEWORK 1. Read Chapter 1, "Introduction to Quality" pages 3 through 24 and the summary on pages 31 and 32. 2. Do Chapter #1, Case #I - "Chrysler's Transmission Headache", on page 34 and answer the three discussion questions. (2 pages maximum) 3. Read Chapter 2, "Quality in Manufacturing and Service Systems" pages 39 through 62 and the summary on pages 65 and 66.

WEEK 2
Wednesday

DATE CLASS # TOPIC

- 9/09 2 **LECTURE/DISCUSSION**
1. Discuss/Highlight Chapter #1, "Introduction to Quality."
 2. Discuss/Highlight Chapter #2, "Quality in Manufacturing and Service Systems."

ASSIGNMENTS/HOMEWORK

1. Do Chapter #2, Case #I - "Shiny Hill Farms", on page 67 and answer the three discussion questions. (2 pages maximum)
2. Read Chapter 3, "Quality Management Philosophies" pages 71 through 102 and the summary on pages 107 and 108.

WEEK 3
Wednesday

DATE CLASS # TOPIC

- 9/16 3 **LECTURE/DISCUSSION**
1. Discuss/Highlight Chapter #3, "Quality Management Philosophies."
 2. Review for Exam #1, Chapters 1, 2 and 3.

ASSIGNMENTS/HOMEWORK

1. Read Chapter 4, "Managing for Quality and High Performance" pages 117 through 146 and the summary on pages 153 and 154.
2. Do Chapter #3, Case #II - "Value Pricing at Proctor and Gamble", on page-111 and 112, and answer the two discussion questions. (2 pages maximum)
3. Study For Exam #1, Chapters 1, 2 and 3.

WEEK 4**Wednesday****DATE CLASS # TOPIC**

9/23

4

LECTURE/DISCUSSION

1. Exam #1 Chapters 1, 2 and 3.
2. Discuss/Highlight Chapter #4, "Managing for Quality and High Performance."

ASSIGNMENTS/HOMEWORK

1. Do Chapter #4, Case #I - "Hillshire Farm/Kahn's", on pages 156 and 157, and write up the noted assignment. (2 pages maximum)
2. Read Chapter 5, "Focusing On Customers" pages 172 through 204 and the summary on page 209.
3. Read Chapter 6, "Leadership and Strategic Planning" pages 220 through 254 and the summary on pages 265 and 266.

WEEK 5**Wednesday****DATE CLASS # TOPIC**

9/30

5

LECTURE/DISCUSSION

1. Discuss/Highlight Chapter #5, "Focusing On Customers."
2. Discuss/Highlight Chapter #6, "Leadership and Strategic Planning."
3. Review for Exam #2, Chapters 4, 5 and 6.

ASSIGNMENTS/HOMEWORK

1. Read Chapter 7, "Human Resource Development and Management" pages 275 through 319 and the summary on pages 325 and 326.
2. Do Chapter #6, Case #I - "Corryville Foundry Company", on pages 268 and 269, and answer the two discussion questions. (2 pages maximum)
3. Study for Exam #2, Chapters 4, 5 and 6.

WEEK 6**Wednesday****DATE CLASS # TOPIC**

10/07

6

LECTURE/DISCUSSION

1. Exam #2 Chapters 4, 5 and 6.
2. Discuss/Highlight-Chapter #7, "Human Resource Development and Management."

ASSIGNMENTS/HOMEWORK

1. Read Chapter 8, "Process Management" pages 339 through 375 and the summary on pages 3851 and 386.
2. Do Chapter #7, Case #II - "TVS Partnership Proprietary, Limited, Brisbane, Australia", on pages 331 through 333, and answer the three discussion questions. (2 pages maximum)
3. Read Chapter 9, "Tools for Process Management" pages 396 through 446 and the summary on pages 451 and 452.

WEEK 7**Wednesday****DATE CLASS # TOPIC**

10/14

7

LECTURE/DISCUSSION

1. Discuss/Highlight Chapter #8, "Process Management."
2. Discuss/Highlight Chapter #9, "Tools for Process Management."
3. Review for Exam #3, Chapters 7, 8 and 9.

ASSIGNMENTS/HOMEWORK

1. Read Chapter 10, "Measurement and Strategic Information Management" pages 469 through 499 and the summary on pages 506 and 507.
2. Do Chapter #9, Quality in Practice, "Quality Function Deployment at Digital Equipment Corporation", on pages 446 through 449, and write up your thoughts for the two discussion issues. (2 pages maximum)
3. Study for Exam #3, Chapters 7, 8 and 9.

WEEK 8**Wednesday****DATE CLASS # TOPIC**

10/21

8

LECTURE/DISCUSSION

1. Exam #3 Chapters 7, 8 and 9.
2. Discuss/Highlight Chapter # Chapter 10, "Measurement and Strategic Information Management."

ASSIGNMENTS/HOMEWORK

1. Do Chapter #10, Case #II - "Ultra-Productivity Fasteners, Part I", on pages 514 and 515, and write up the assignment detailed. (2 pages maximum)
2. Read Chapter 11, "Building and Sustaining Total Quality Organizations" pages 522 through 548 and the summary on page 552.

WEEK 9**Wednesday****DATE CLASS # TOPIC**

10/28

9

LECTURE/DISCUSSION

1. Discuss/Highlight Chapter #11, "Building and Sustaining Total Quality Organizations."

ASSIGNMENTS/HOMEWORK

1. Do Chapter #11, Case #I - "World-Wide Appliance", on pages 554 and 555, and answer the two discussion questions. (2 pages maximum)
2. Read Chapter 12, "Quality Assurance" pages 563 through 617 and the summary on pages 623 and 624.

WEEK 10**Wednesday****DATE CLASS # TOPIC**

11/04

10

LECTURE/DISCUSSION

1. Discuss/Highlight Chapter #12, "Quality Assurance."
2. Review for Exam #4, Chapters 10, 11 and 12.

ASSIGNMENTS/HOMEWORK

1. Do Chapter #12, Case #I - "ACME Parts LTD.", on pages 632 and 633, and answer the write up assignments 1, 2 and 3.
2. Start reading Chapter 13, "Fundamentals of Statistical Process Control" pages 648 through 670.
3. Study for Exam #4, Chapters 10, 11 and 12.

WEEK 11**Wednesday****DATE CLASS # TOPIC**

11/11

11

LECTURE/DISCUSSION

1. Exam #4-Chapters 10, 11 and 12.
2. Start Discussing/Highlighting Chapter # Chapter 13, "Fundamentals of Statistical Process Control."

ASSIGNMENTS/HOMEWORK

1. Do SPC handout assignment #1.
2. Finish reading Chapter 13, "Fundamentals of Statistical Process Control" pages 670 through 693, and the summary on pages 698 through 700.

WEEK 12**Wednesday****DATE CLASS # TOPIC**

11/18

12

LECTURE/DISCUSSION

1. Finish Discussing/Highlighting Chapter # Chapter 13, "Fundamentals of Statistical Process Control."

ASSIGNMENTS/HOMEWORK

1. Do SPC Handout assignment #2.
3. Read Chapter 14, "Additional Topics in Statistical Process Control" pages 722 through 741 and the summary on page 749.

WEEK 13**Wednesday****DATE CLASS # TOPIC**

11/25

13

LECTURE/DISCUSSION

1. Discuss/Highlight Chapter # Chapter 14, "Additional Topics in Statistical Process Control."

ASSIGNMENTS/HOMEWORK

1. Do SPC Handout assignment #3.
2. Read Chapter 15, "Reliability", pages 752 through 776 and the summary on pages 778 and 779.

WEEK 14
Wednesday

DATE CLASS # TOPIC

- 12/02 14 **LECTURE/DISCUSSION**
1. Discuss/Highlight Chapter #15, "Reliability."
 2. Review for Exam #5, Chapters 13, 14 and 15.
- ASSIGNMENTS/HOMEWORK**
1. Do SPC Handout assignment #4.
 2. Study for Exam #5 (Chapters 13, 14 and 15)

WEEK 15
Wednesday

DATE CLASS # TOPIC

- 12/09 15 **LECTURE/DISCUSSION**
1. Exam #5 Chapters 13, 14 and 15.
 2. Turn in SPC Assignment #4.

THANKS FOR YOUR HARD WORK!!!

HAVE A GREAT HOLIDAY