Advanced Total Quality Management

Instructor: Dr. Joseph C. Hartman
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Homepage: e-learning
Class Hours: Sunday, August 12, 8 – 12 a.m.
Saturday, September 15, 8 – 12 a.m.
Sunday, September 16, 1 – 5 p.m.
Sunday, October 7, 8 – 12 a.m. and 1 – 5 p.m.
Saturday, November 3, 1 – 5 p.m.
Sunday, November 4, 8 – 12 a.m.
Saturday, December 1, 9 – 12 a.m.
Office Hours: By arrangement

Catalog Description
Philosophy of continuous improvement and methodology for applying team problem solving to manufacturing and service industries. Hands-on application of basic statistical quality tools; introduction to quality function deployment; concurrent engineering; business process reengineering; process analysis; benchmarking. Team project.

Objective
This course covers the design, control and improvement of processes. Students will develop skills in understanding complex industrial and service processes in a comprehensive way. Students will enhance their skills that can be applied to process improvement and economic analysis. Students will develop a deep understanding of the process view of enterprises.

Pre-requisites
Introductory statistics or consent of instructor.

Texts
Evans, J.R. and W.M. Lindsay, Managing for Quality and Performance Excellence, Thompson Southwestern, Eighth Edition. (7th is acceptable.)


Format
A traditional format will be followed with lectures, homework and quizzes. Students will perform one presentation alone and one team project (report and presentation).
Grading

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes (3)</td>
<td>30%</td>
</tr>
<tr>
<td>Buzzword project report</td>
<td>10%</td>
</tr>
<tr>
<td>Buzzword project presentation</td>
<td>5%</td>
</tr>
<tr>
<td><em>The Goal</em> report</td>
<td>15%</td>
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<tr>
<td>Team project report</td>
<td>15%</td>
</tr>
<tr>
<td>Team project presentation</td>
<td>10%</td>
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<tr>
<td>Team evaluation</td>
<td>5%</td>
</tr>
<tr>
<td>Participation (class and online)</td>
<td>10%</td>
</tr>
</tbody>
</table>

Participation

In-class participation is (hopefully) self-explanatory. For online, topics and articles will be posted regularly online (class website) for discussion. It is expected that you participate in these forums.

Scale

Grading is based on a straight scale: A: 92 – 100; A-: 90 – 91.9; B+: 88 – 89.9; B: 82 – 87.9; B-: 80 – 81.9; C+: 78 – 79.9; C: 72 – 77.9; C-: 70 – 71.9; etc.

Grading

In order to graduate, graduate students must have an overall GPA and an upper-division GPA of 3.0 or better (B or better). Note: a B- average is equivalent to a GPA of 2.67, and therefore, it does not satisfy this graduation requirement. For more information on grades and grading policies, please visit: http://gradschool.ufl.edu/catalog/current-catalog/catalog-general-regulations.html#grades

Honesty

All students admitted to the University of Florida have signed a statement of academic honesty committing themselves to be honest in all academic work and understanding that failure to comply with this commitment will result in disciplinary action. This statement is a reminder to uphold your obligation as a UF student and to be honest in all work submitted and exams taken in this course and all others.

Lecture Topics

- Process Design
- Process Control
- Process Improvement
- Process Reengineering
- Process Justification

Course Calendar

August  
Topic: Course overview. Introduction and Systems Design. 
Relevant Text Chapters: Chapters 1, 2, 3, (intro) and 5, 12 (design).

September  
Topic: Systems/Process Control. 
Relevant Text Chapters: Chapters 10 and 13. 
Buzzword reports due. Buzzword presentations.
October  Topic: Process Measurement and Improvement.  
Take Home Quiz 1 due (Process Design and Control).  
Executive summary of *The Goal* due.

November  Topic: Improvement, Reengineering, Justification.  
Relevant Text Chapters: Chapters 7, 8 and 9.  
Take Home Quiz 2 due (Process Measurement and Improvement).

December  Topic: Course wrap-up.  
Take Home Quiz 3 due (Process Improvement and Reengineering).  
Final project report due. Final project presentations.

Disabilities  Students Requesting classroom accommodation must first register with the Dean of Students Office. That office will provide the student with documentation that he/she must provide to the course instructor when requesting accommodation.

Counseling  Resources are available on-campus for students having personal problems or lacking clear career and academic goals. The resources include:  
· UF Counseling & Wellness Center, 3190 Radio Rd, 392-1575, psychological and psychiatric services.  
· Career Resource Center, Reitz Union, 392-1601, career and job search services.

Software  All faculty, staff and student of the University are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against University policies and rules, disciplinary action will be taken as appropriate. We, the members of the University of Florida community, pledge to uphold ourselves and our peers to the highest standards of honesty and integrity.