

Introduction to Quality (ETI 1110)

Instructor: Alessandro Anzalone, Ph.D.
Class Location: BSSB 218
Class Time: Mondays 1:00pm to 3:55pm
Office Hour: Mondays 10:00am to 12:00m, other times by appointment.
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Course Description:

A survey style course addressing quality management, quality systems, quality assurance, quality control, and total quality management topics. The student will become familiar with ISO 9000, Pareto charts, and other quality techniques and tools.

Course Outcomes:

Upon completion of the course the student should be able to:

1. Explain total quality management and its importance to modern manufacturing competitiveness.
2. Demonstrate the effective use of quality tools such as Pareto charts and Ishikawa diagrams.
3. Demonstrate the use of quality control methods and tools including statistical quality control.
4. Analyze data using tools and techniques for productivity and quality problems.
5. Develop and implement quality improvement strategies.
6. Demonstrate knowledge of quality assurance checks for inspections.

Textbook and Materials:

Quality Management for Organizational Excellence: Introduction to Total Quality, 6th Edition, David Goetsch and Stanley Davis, copyright 2010, Pearson, ISBN: 978-0-13-501967-2.

Instructional Methods (including Examination Policies):

This course includes traditional lecture with class discussions.

Students will be evaluated with discussion assignments, a midterm, a class project, and a final exam.

1. Unexcused absences on test day will receive a zero for that test.
2. Tests will be closed book closed notes. Reference materials will be provided if required.
3. Tests will be short answer, T/F, multiple choices, and some problems.
4. Please contact me by email or phone if at all possible before the time of the test (leave a voice message) in the event you have to miss a test.
5. No retests will be given for any exams that have been taken.
6. Every student will be required to take the final exam.

7. Make up tests from excused illnesses must be made up within 2 weeks of the absence and the test may be of a different format than the class test.
8. If you are auditing this class, it must be declared at registration.
9. Some work will be competency-based and assessed accordingly.

Grading System: The final grades will be determined on the following basis:

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

Academic Dishonesty Policy: All parties identified as cheating or plagiarizing on an exam, project or assignment will be assigned a grade zero on that item and subject to academic discipline in accordance with HCC policy.

Attendance Policy: It is important that you attend every class period and be on time. Missing class means that you miss some important material. Since this course is a cumulative experience, you will put yourself at an extreme disadvantage.

1. It is your responsibility to sign the attendance sheet provide at every class meeting.
2. If you are absent, it is your responsibility to get announcements, materials, and assignments before the next class period.
3. More than 3 absences per semester are considered excessive and will result in points taken off your final grade for the unexcused absences after the third absence. Please note that excused absences must be documented and may be death or illness of family members, personal illness, military duty, car trouble, etc.

Request for Accommodation: Any student whose disability falls within the American Disabilities Act (ADA) and requires accommodations should contact the Office of Services for Students with Disabilities. The Brandon office is located in the Student Services Building Room 109. You may also reach the office by phone at (813) 253-7914. Requests for accommodations should be submitted to the instructor within the first two weeks of the course.

Religious Observances: HCC will reasonably accommodate the religious observances, practices, and beliefs of students in its admissions, class attendance, and examination policies and work assignments. Students must notify instructors at least one week prior to a religious observance.

Recording of Class Sessions: A student shall not, without my express authorization, make or receive any recording, including but not limited to audio and video recordings, of any class, co-curricular meeting, organizational meeting, or meeting with me. Further, it is not permissible to post my class lectures/course materials on the web.

Equity/Equal Access Policy: Hillsborough Community College is an equal access/equal opportunity employer that makes employment and education-related decisions without regard to race, color, gender, religion, national origin, age, disability, sexual orientation, marital status or any other bias that is or may be prohibited by laws. In addition, the college does not discriminate in employment practices or in the admission and treatment of students. HCC is committed to equitable treatment for all students and employees and to a learning and working environment free of discrimination and harassment for current as well as future students and employees. The college provides equal educational opportunities for qualified individuals with disabilities and complies with, as well as, supports the Americans with Disabilities Act. HCC's Equity Officer ensures compliance with federal and state laws prohibiting discrimination and sexual harassment. Employees and students who believe they have been a victim of discrimination or sexual harassment should contact: Dr. Joan B. Holmes, Special Assistant to the President for Equity and Special Programs, District Administrative Offices, 39 Columbia Drive, Room 718, Tampa, FL 33606, Telephone: 813-253-7043, email: jholmes16@hccfl.edu.

Class Schedule

Date	Activity	Assignment after class
01/10	Introduction	Read Chapters 1 and 2
01/17	Martin Luther King, Jr. Day (no class)	
01/24	Chapter 1: Total Quality Approach Chapter 2: Quality and Global Competitiveness	Read Chapters 3 and 4 Discussion Assignments 1-2 and 2-1
01/31	Chapter 3: Strategic Management	Read Chapter 6
02/07	Chapter 6: Quality Culture	Read Chapter 7 Discussion Assignment 6-1
02/14	Chapter 7: Customer Satisfaction, Retention and Loyalty	Read Chapter 9 Discussion Assignment 7-2
02/28	Chapter 9: Leadership and Change	Read Chapter 14 Discussion Assignment 9-1
03/07	Chapter 14: ISO 9000 and Total Quality	Discussion Assignment 14-1 Study for Midterm
03/14	Midterm	Read Chapter 15
03/21	Chapter 15: Total Quality Tools	Read Chapters 16 and 17 Discussion Assignment 15-1
03/28-04/01	Spring Break (no class)	
04/04	Chapter 16: Problem Solving and Decision Making Chapter 17: Quality Function Deployment	Read Chapter 18 Discussion Assignments 16-2 and 17-1
04/11	Chapter 18: Controlling Process through SPC	Read Chapter 19 Discussion Assignment 18-1
04/18	Chapter 19: Continual Improvement	Read Chapters 20 and 21
04/25	Chapter 20: Benchmarking Chapter 21: Just-in-Time Manufacturing	Read Chapter 22 Discussion Assignments 20-2 and 21-2
05/02	Chapter 22: Implementing Total Quality Management	Discussion Assignment 22-1 Study for Final
05/09	Final Exam	

This Class Schedule is subject to change.