

Principles of Quality (PTAC 2314 2A1) Online

CREDIT

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

MODE OF INSTRUCTION

Online

PREREQUISITE/CO-REQUISITE:

- 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

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.

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: | Tiffany Williams-Parker |
| Email: | tlparker@lit.edu |
| Office Phone: | 409-257-0069 |
| Office Location: | ExxonMobil PATC Building room 213 |
| Office Hours: | Monday and Wednesday 4:00 to 6:00 |

REQUIRED TEXTBOOK AND MATERIALS

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

ATTENDANCE POLICY

Instructor must include their attendance policy

Approved: **Initials/date**



**LAMAR INSTITUTE
OF TECHNOLOGY**

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

| DATE | TOPIC | READINGS (Due on this Date) | ASSIGNMENTS (Due on this Date) |
|--------|--|--------------------------------|-----------------------------------|
| Week 1 | Course introduction and policies Online Orientation Why Quality is Important | | |
| 2 | How It All Began The Quality Gurus | | |
| 3 | The International Standards Organization | | |
| 4 | Total Quality Management Customer Satisfaction | | |
| 5 | Employee Empowerment | | |
| 6 | Teamwork and Teams | | |
| 7 | Communication | | |
| 8 | Personal Effectiveness | | |
| 9 | SPRING BREAK | | |
| 10 | The Economics of Quality | | |
| 11 | Quality as a System | | |
| 12 | The Cost of Quality | | |
| 13 | Quality Tools (part 1) Quality Tools (part 2) | | |
| 14 | Variation | | |
| 15 | Statistical Process Control SPC and Control Charts Process Capability | | |
| 16 | FINAL EXAM | | |

COURSE EVALUATION

Final grades will be calculated according to the following criteria:

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

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

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.