CLAYTON STATE UNIVERSITY

TECH 3102 – Quality Assurance Issues
Course Syllabus – Spring 2019

Disclaimer: This syllabus is intended to give the student guidance in what may be covered during the semester and will be followed as closely as possible. However, the professor reserves the right to modify, supplement and make changes as the course needs arise.

| Instructor information | Course description | Course outcomes | Textbook | Assessments |
Make-up policy | Evaluation | Grading | Mid-term progress report | Course schedule | Course policies |
Important dates |

Individuals with disabilities who need to request accommodations should contact the Disability Services Coordinator, Edgewater Hall 255, (678) 466-5445, disabilityservices@mail.clayton.edu.

Instructor Information:

Dr. Xueyu Cheng

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Office Hours:

Mondays and Wednesdays 9:30 AM – 12:30 PM

Course Description:

Operations management is a discipline devoted to improving decision making within and between organizations. This course introduces the concepts, principles and techniques for managing supply chains and operations in the manufacturing and service sectors. We will cover the terminology, fundamental concepts and functional scope of responsibility encountered in the field of supply chain and operations management. We will adopt a broad managerial perspective emphasizing the strategic impact of operations decisions on the competitiveness of firms and their supply chains. We will also examine the interfaces between decision making in operations and other functional areas such as marketing, finance, and accounting as well as an impact on the external customers of the firm.

A grade of C or higher is required for this course to count toward graduation in BAS program.

Number and Title:

TECH 3102 Quality Assurance Issues

Credit Hours:

3.0 semester credit hours (3-0-3)

Catalog Description:

This course provides a background of production and performance quality management for technology managers. Selected topics of production, operation and quality management, team building, work simplification, statistical control, work measurement, and others are included in this course. This course is not open to BBA students and will not count toward a BBA.

Course Prerequisites and Co-requisites:

Prerequisite: TECH 3113

Co-requisite: None

NOTE: It is the student's responsibility to drop this course during the drop/add period if he or she has not properly satisfied the prerequisite/co-requisite requirements. If the student has not satisfied the prerequisite/co-requisite requirements and does not drop the course during the drop/add period, the instructor will advise the registrar's office to drop the student from the course. The student will receive a grade of "W" and no refund will be given. The student alone will be responsible for any loss of funds or financial aid that may result.

Computer Requirement:

Each CSU student is required to have ready access throughout the semester to a notebook computer that meets faculty-approved hardware and software requirements for the student's academic program. Students will sign a statement attesting to such access. For further information on CSU's Official Notebook Computer Policy, please go to

http://www.clayton.edu/hub/itpchoice/notebookcomputerpolicy.

Software Requirement:

To properly access the course content you will need to download the following free software:

- Adobe Reader (needed to access files in PDF format): http://get.adobe.com/reader/
- Adobe Flash (needed to access video content): http://get.adobe.com/flashplayer/

Computer Skill Prerequisites:

- Able to use the Windows™ operating system
- Able to use Microsoft Word™ word processing
- Able to send and receive e-mail using Outlook™

    Only use your CSU e-mail account or the e-mail system included in D2L to communicate academic information to your instructor.

- Able to attach and retrieve attached files via email
- Able to use a Web browser.

In-class Use of Student Notebook Computers

Since this section is 100% on line, no in-class use of computers will be required. However, all students must have access to the Internet as discussed above under computer requirements.

Desire2Learn (Online Classroom):

On-line activity will take place in Desire2Learn, the virtual classroom for the course. Posting of your work in D2L is a course requirement.

You can gain access to Desire2Learn, by signing on to the SWAN portal and selecting "D2L" on the top right side. If you experience any difficulties in Desire2Learn, please email or call The HUB at TheHub@mail.clayton.edu or (678) 466-HELP. You will need to provide the date and time of the problem, your SWAN username, the name of the course that you are attempting to access, and your instructor's name.

BAS Program Learning Outcomes

    Program Outcome #1: Written Skills
    Program Outcome #4: Business Acumen
    Program Outcome #5: Global Workplace Complexities
    Program Outcome #6: Critical Thinking and Research

Course Learning Outcomes:

Upon completion of the course, students should be able to:

- Demonstrate an understanding of the basic elements of supply chain and operations
- Demonstrate an understanding of quality concepts and business processes
- Demonstrate an understanding of product and service designs, location analysis
- Demonstrate an understanding of supply chain linkages – forecasting, sourcing, logistics
- Demonstrate an understanding of planning and controlling operations and supply chains – capacity planning, aggregate planning, inventory management and JIT / lean production

Textbook Information:

Introduction to Operations and Supply Chain Management, Cecil Bozarth and Robert B. Handfield, 5th edition, Pearson, ISBN: 9780134740904

Text Coverage: Chapters 1 – 15

Course Format:

1) This class is 100% on line, so there are no class meetings. However, please confirm class participation by completing the on-line participation assignments as directed in the Content area in Desire2Learn. Students are required to participate in on-line class activities in a timely and contributory manner. Desire2Learn activities include Content Areas, assignments, discussion postings, mail messages, and assessments. See the course schedule for specific due dates for assignments, quizzes, and tests. Additional assignments, such as discussions, may be posted throughout the semester. Please complete the virtual orientation located under Content to get started with the course.

2) Students are expected to respond to any open Discussions posted by the instructor in the DISCUSSIONS portion of D2L. All discussions are learning opportunities to share among your fellow classmates. As such, responses should be detailed and thought provoking. A response such as "I agree" would not be contributory. Students should be prepared to support their positions with information and sources as appropriate.

E-Mail Accessibility and On-line Feedback:

Please use the Desire2Learn Mail feature for all class-related e-mail messages. If you are unable to access Desire2Learn, please use the CSU e-mail address listed above. All e-mails will be answered within one business day unless notified otherwise by the instructor.

All on-line work (assignments, quizzes, discussions, and assessments) will be graded within one week of the due date unless otherwise indicated by the instructor.

Using LockDown Browser for Online Exams

This course requires the use of LockDown Browser for online exams. Watch this short video to get a basic understanding of LockDown Browser and the optional webcam feature (which may be required for some exams).

Then download and install LockDown Browser from this link:

http://www.respondus.com/lockdown/download.php?id=121412292

To take an online test, start LockDown Browser and navigate to the exam. (You won't be able to access the exam with a standard web browser.) For additional details on using LockDown Browser, review this Student Quick Start Guide (PDF).

Finally, when taking an online exam, follow these guidelines:
- Ensure you're in a location where you won't be interrupted
- Turn off all mobile devices, phones, etc.
- Clear your desk of all external materials — books, papers, other computers, or devices

- Remain at your desk or workstation for the duration of the test
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

Demo Test Requiring the Use of Lockdown Browser

To ensure your first exam using LockDown Browser runs smoothly, please take the ungraded practice quiz in the Quizzes area in D2L. It is available throughout the semester, with unlimited attempts.

Assessments:

Students will be evaluated via tests, quizzes, and the end-of-chapter Excel problems.

No-Show Assignments: please confirm class participation by completing the on-line participation assignments as directed in "Getting Started" in the Content area in Desire2Learn.

Tests: Five tests will be given. **Each test has two parts.** Part one of each test consists of conceptual questions only. Students will have a specific length of time to complete part one of each test. Part two of each test consists of numerical questions without time limit.

Quizzes: There will be 15 quizzes. These quizzes are designed to assist the student in preparing for the five semester exams and will therefore focus on the primary concepts within the chapters. The quizzes will be offered with multiple attempts with the highest grade recorded. Please be sure to check the number of available attempts for each quiz and take them as many times as offered. **Quizzes are accessible throughout the semester until the midnight of Monday April 29.** This is intentional so students can return to the quizzes and use them to review for the tests.

End-of-Chapter Problems: There will be 13 sets of end-of-chapter problems. You are required to use Excel to solve them. Hand calculation is not allowed. End-of-chapter problems in Chapters 10, 12 and 14 are OPTIONAL extra credit assignments, providing 30 bonus points.

Alternatives to End-of-Chapter Problems: The end-of-chapter problems are challenging. If you are unable or unwilling to do the end-of-chapter problems, please take the alternative tests in D2L to replace them. The alternative tests in D2L are timed, consist of Multiple Choice questions only, and allow just one attempt. You will not be able to make any extra credits by taking the alternative tests. They can only be used to replace the end-of-chapter problems.

Extra Credits

End of chapter problems in Chapters 10, 12 and 14 are OPTIONAL, and provide 30 extra credits.

Evaluation:

Chapter Tests: 5 exams @ 100 pts.	500
On-line Quizzes: 15 quizzes @ 10 pts.	150
End of Chapter Problems	180
No-Show Assignments	20
TOTAL	**850**

The evaluation method is subject to change at the discretion of the instructor. Additional assignments may be given.

Grading Scales:

Letter Grade	Percentage Range	Point Range	
A	90%-100%	765	850
B	80%-89%	680	764
C	70%-79%	595	679
D	60%-69%	510	594
F	Below 60%	0	509

Determination of your letter grade will strictly follow the above grading scales. Your percentage grade will be rounded to the nearest hundredth. If you do not meet the minimum percentage or point requirement, your letter grade will NOT be moved up to the next grade level.

Mid-term Progress Report:

The mid-term grade in this course reflects approximately 35% of the entire course grade. Based on this grade, students may choose to withdraw from the course and receive a grade of "W." Students pursuing this option must fill out an official withdrawal form, available in the Office of the Registrar, or withdraw on-line using the Swan by mid-term, which occurs by March 1, 2019.

The last day to withdraw without academic accountability is Friday, March 1, 2019.

Course Policies

Students must abide by policies in the Clayton State University Student Handbook, and the Basic Undergraduate Student Responsibilities. The Student Handbook is part of the Academic Catalog and Student Handbook, which begins on page 6.

University Attendance Policy

Students are expected to log in and participate as part of their learning in the course. Instructors establish specific policies relating to absences in their courses and communicate these policies to the students through the course syllabi. Individual instructors, based upon the nature of the course, determine what effect excused and unexcused absences have in determining grades and upon students' ability to remain enrolled in their courses. The university reserves the right to determine that excessive absences, whether justified or not, are sufficient cause for institutional withdrawals or failing grades.

Course Attendance Policy

This class is 100% on line, so there are no class meetings. Course modules will be assigned on a weekly basis according to the Course Schedule and include objectives, a lesson guide and expectations for completing homework assignments. You are expected to actively participate in all aspects of the course. This includes completion of assigned readings, homework assignments, and tests or quizzes and participation in online discussions. Course weeks run Monday through Sunday, with Sunday at 11:59:59 p.m. Eastern Time as the deadline for making posts and submitting the week's assignments. All work assigned during the weekly course module(s) must be turned in by this deadline; late work will not be accepted. It is suggested that you read through all course content in the week's assigned module(s) to get a feel what is expected during the course week and to help you plan your time wisely.

Desire2Learn records all mail, discussions postings, and assessments for the course. This gives the instructor a permanent record of the frequency and content of each student's on-line participation.

Additional Course Expectations:

Students should monitor their CSU student e-mail accounts and D2L for this course at least every other day to ensure timeliness in receiving information and responding as directed. Students are responsible for any messages sent to the class or to the student individually using the CSU student e-mail system or D2L for this course.

Students should closely monitor grades and academic records. Argument for grades must be made within 48 hours after the grades are posted in D2L.

Students are expected to access the online course materials and participate in the required discussions, activities and assignments. Course tracking can be used to assess the amount of "attendance" in an online course. Any student who fails to attend the orientation session or complete a scheduled assignment during the first week of class will be reported to as a "No Show".

1) This class is 100% on line, so there are no class meetings. However, students must confirm class participation by completing the on-line participation assignments as shown in the course schedule located at the end of this syllabus. These no show assignments replace first physical attendance in a face-to-face class. Students who do not complete these assignments will be reported as NO SHOWS.

2) Since this is a 100% online course, "attendance" will not be taken in the traditional sense. However, students should check the course in Desire2Learn at least every other day for any new information

posted by the instructor. Course attendance includes reading communications from the instructor (Discussion Postings, Announcements, and Mail messages), replying to those postings if requested, completing quizzes and tests on time, and submitting assignments on time. Failure to attend to these activities by the due dates will result in reduced grades (including grades of zero) as described under "Missed Work" below.

3) Students who do not participate in on line activities for three weeks will be considered to have excessive absences and will be subject to withdrawal from the course. Exceptions may be granted with a verifiable physician's note, court document, or other written excuse from a competent authority, at the sole discretion of the instructor.

Missed Work

The assessments will be given at scheduled on-line periods in Desire2Learn. Homework assignments and tests will be due no later than 11:59 pm on the due date. Since it is not in students' best interests to get behind in the course schedule, exceptions to the following policies will be granted only in extreme cases with a verifiable physician's note, court document or other written excuse from a competent authority. Such decisions are at the sole discretion of the instructor.

1) Under no circumstances will students be allowed to make up no-show assignments.

2) Each chapter has one quiz that is to be completed in D2L by the due date and time shown on the course schedule. Students may take the chapter quizzes as many times as they like. Only the highest score submitted will be recorded for each quiz. Quizzes are accessible throughout the semester.

3) Five tests will be given on line. Unless appropriate documentation is provided, no makeup tests will be given. If you fail to make up a test within one week of the test due day, you will be required to take a comprehensive exam in the last week of the semester to make up any missing tests. No makeup opportunities will be granted for the fifth test. The fifth test serves as the final examination, and is not comprehensive. The tests will be available on line for a designated three-day period. Students may complete the tests at any time during the three-day period. Students will have a specific number of minutes to complete each test.

4) Solution for end of chapter problem sets will be published on D2L on the Mondays following the suggested due days. **End of chapter problem sets will be reduced in grade by 30% if they are submitted after the solution is posted in D2L**.

5) Missing assignments will receive a grade of zero.

Academic Dishonesty

Any type of activity that is considered dishonest by reasonable standards may constitute academic misconduct. The most common forms of academic misconduct are cheating and plagiarism. All instances of academic dishonesty will result in a grade of zero for the work involved. All instances of academic dishonesty will be reported to the Office of Community Standards. Judicial procedures are described beginning on page 19 in the section of the Academic Catalog and Student Handbook titled, Procedures for Adjudicating Alleged Academic Conduct Infractions.

Plagiarism Detection Software

Students agree that by taking this course all required papers may be subject to submission for textual similarity review to Turnitin.com for the detection of plagiarism. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. You should submit your papers in such a way that no identifying information about you is included.

Disruption of the Learning Environment

Behavior which disrupts the teaching–learning process during class activities will not be tolerated. While a variety of behaviors can be disruptive in a classroom setting, more serious examples include belligerent, abusive, profane, and/or threatening behavior. A student who fails to respond to reasonable faculty direction regarding classroom behavior and/or behavior while participating in classroom activities may be dismissed from class. A student who is dismissed is entitled to due process and will be afforded such rights as soon as possible following dismissal. If found in violation, a student may be administratively withdrawn and may receive a grade of WF. More detailed descriptions of examples of disruptive behavior are provided in the Clayton State University Academic Catalog and Student Handbook starting on page 14.

Center for Academic Success:

Students are encouraged to visit Clayton State's Center for Academic Success (CAS). CAS offers a variety of personalized academic services to all Clayton State University students, including staff, and peer tutoring in a variety of subjects and multimedia instruction. CAS tutors not only can help students understand the content of their classes, but also can help them develop the skills and strategies necessary to continue learning throughout their lifetimes. CAS Hours and phone number are listed on their website at http://www.clayton.edu/cas.

Writing Assistance

The goal of the Writers' Studio is to give rise to better writers, not just to better writing. People who love to write, people who struggle mightily with it, and people who fall anywhere else on the spectrum can find a place at The Writers' Studio—a place for students to come for writing guidance and feedback.

Each student may receive up to 90 minutes of assistance per day and 3 hours per week. Furthermore, both appointments and walk-ins are welcome. Here's The Writers' Studio's contact information:

Location:	Arts & Sciences Building, Room G-224
Phone:	678.466.4728
Email:	ws224@clayton.edu
Website:	http://clayton.edu/writersstudio

Visit The Writers' Studio at http://clayton.edu/writersstudio or schedule your appointment online at http://clayton.mywconline.com (Note: first-time users need to complete a one-time registration prior to using the online appointment website).

Weapons on Campus

Clayton State University is committed to providing a safe environment for our students, faculty, staff, and visitors. Information on laws and policies regulating weapons on campus are available at

http://www.clayton.edu/public-safety/Safety-Security/Weapons

Online Etiquette (Netiquette)

Discussion, chat, and e-mail spaces within this course are for class purposes only, unless otherwise stated. Please remember to conduct yourself collegially and professionally. Unlike in the classroom setting, what you say in the online environment is documented and not easily erased or forgotten.

The following guidelines apply:

- Avoid using ALL CAPS, sarcasm, and language that could come across as strong or offensive.
- Use proper punctuation, grammar and be sure to edit your contribution before posting.
- Read all postings before posting your responses to discussion topics so as to not unnecessarily repeat information.
- Keep chat comments brief and to the point.
- Focus on one topic at a time when chatting or posting to discussions.
- Remember that unlike in face-to-face learning environments what you say in discussions and chats is documented and available to be revisited. Choose your words and discussion topics carefully.
- E-mail should only be used for messages pertaining to the course. Please refrain from sending forwards, jokes, etc. within e-mail.

Course Schedule:

TECH 3102 Quality Assurance Issues

Spring 2019

100% Online

The schedule is subject to change at the discretion of the instructor. Additional assignments may be given. You may omit all chapter appendices in the text. All submissions are due by the midnight of the due day.

Week #	Monday Date	Topics Covered	Assignments	Due Day
Week 1	January 7	Course Introduction Chapter 1: Introduction to Operations and Supply Chain Management	1. Read the syllabus and submit the Student Agreement located in the Dropbox in Desire2Learn according to the instructions in the document (No-Show Assignment #1) – 10 points 2. Please go to Discussion Board / Getting Acquainted, and introduce yourself to the whole class. Please note that all students can view your posts in the discussion board. You may not want to post private/sensitive information in discussion board (No-Show Assignment #2) - 10 points 3. Read Chapter 1 and finish Quiz 1 in Desire2Learn- 10 points	1. Quiz 1: Sunday January 13 2. No-Show Assignments: Thursday January 17. **Students should complete the no-show assignments by the required due days. Under no circumstances will students be allowed to make up no-show assignments.**
Week 2	January 14	Chapter 2: Operations and Supply Chain Strategies	1. Read Chapter 2 and finish Dropbox Assignment 2 in D2L - 10 points 2. Read Chapters 2 and complete Quiz 2 in D2L– 10 points 3. **Students not "attending" class by Thursday January 17 will be withdrawn from the class according to University policy. Completion of No-Show assignments 1-4 satisfies the attendance requirement for this 100% on-line class.**	Sunday January 20
Week 3	**January 21**	Chapter 3: Process Choice and Layout Decisions in Manufacturing and Services	1. Read Chapter 3 and finish Dropbox Assignment 3 in D2L - 20 points 2. Complete Quiz#3 in D2L –10 points 3. **TEST ONE** on Ch. 1-3 in Desire2Learn (Friday January 25 to Sunday January 27). Students may take the test once during this time period. Time limit is 100 minutes	Sunday January 27

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Weeks 4	January 28	Chapter 4: Business Processes	1. Read Chapter 4 and finish Dropbox Assignment 4 in D2L - 20 points 2. Complete Quiz 4 in D2L – 10 points	Sunday February 3
Week 5	February 4	Chapter 5: Managing Quality	1. Read Chapter 5 and finish Dropbox Assignment 5 in D2L - 15 points 2. Complete Quiz 5 in – D2L 10 points	Sunday February 10
Week 6	**February 11**	Chapter 6: Managing Capacity	1. Read Chapter 6 and finish Dropbox Assignment 6 in D2L - 15 points each 2. Complete Quiz 6 in D2L – 10 points each 3. **TEST TWO** on Ch. 4-6 in Desire2Learn (Friday February 15 to Sunday February 17). Students may take the test once during this time period. Time limit is 100 minutes 4. **FEB 11 – FEB 25 MIDPOINT grade reporting period**	Sunday February 17
Week 7	February 18	Chapter 7: Supply Management	1. Read Chapter 7 and finish Dropbox Assignment 7 in D2L - 15 points 2. Complete Quiz 7 in D2L – 10 points 3. **FEB 11 – FEB 25 MIDPOINT grade reporting period**	Sunday February 24
Week 8	February 25	Chapter 8: Logistics	1. Read Chapter 8 and finish Dropbox Assignment 8 in D2L - 15 points 2. Complete Quiz 8 in D2L – 10 points 3. **FEB 11 – FEB 25 MIDPOINT grade reporting period** 4. **Friday March 1 is the last day to withdraw without academic accountability.**	Sunday March 3
Week 9	March 4	MAR 2 – 8 Spring Break (NO CLASSES)		
Week 10	**March 11**	Chapter 9: Forecasting	1. Read Chapter 9 and finish Dropbox Assignment 9 in D2L - 15 points 2. Complete Quiz 9 in D2L – 10 points 3. **TEST THREE** on Ch. 7-9 in Desire2Learn (Friday March 15 to Sunday March 17).	Sunday March 17

			Students may take the test once during this time period. Time limit is 100 minutes.	
Week 11	**March 18**	Chapter 10: Sales and Operations Planning (Aggregate Planning)	1. Read Chapter 10 and finish Dropbox Assignment 10 in D2L (Optional) - 15 points 2. Complete Quiz 10 in D2L – 10 points	Sunday March 24
Week 12	March 25	Chapter 11: Managing Inventory throughout the Supply Chain	1. Read Chapter 11 and finish Dropbox Assignment 11 in D2L - 15 points 2. Complete Quiz 11 in D2L – 20 points	Sunday March 31
Week 13	**April 1**	Chapter 12: Managing Production across the Supply Chain	1. Read Chapter 12 and finish Dropbox Assignment 12 in D2L (Optional) - 15 points 2. Complete Quiz 12 in D2L – 10 points 3. **TEST FOUR** on Ch. 10-12 in Desire2Learn (Friday April 5 to Sunday April 7). Students may take the test once during this time period. Time limit is 100 minutes.	Sunday April 7
Week 14	April 8	Chapter 13: JIT/Lean Production	1. Read Chapter 13 and finish Dropbox Assignment 13 in D2L - 15 points 2. Complete Quiz 13 in D2L – 20 points	Sunday April 14
Week 15	April 15	Chapter 14: Managing Projects	1. Read Chapter 14 and finish Dropbox Assignment 14 in D2L (Optional)- 20 points 2. Complete Quiz 14 in D2L – 10 points 3. **Course and Instructor Evaluations APR 15 – April 29**	Sunday April 21
Week 16	April 22	Chapter 15: Developing Products and Services	1. Read Chapter 15 and complete Quiz 15 in – 10 points 2. **Course and Instructor Evaluations APR 15 – April 29**	Monday April 29
Week 17	**April 29**	**Final Exam Week**	**TEST Five** on Ch. 15 and Ch. 13-15 in Desire2Learn (Saturday April 27 to Monday April 29). Students may take the test once during this time period. Time limit is 100 minutes. **There are no makeups for Test Five.**	Monday April 29

Important Dates

Date	Item
NOON Thursday January 17	**NO-SHOW ASSIGNMENTS** due
Sunday January 27	**TEST ONE** on Ch. 1-3 due
Sunday February 17	**TEST TWO** on Ch. 4-6 due
Friday March 1	The last day to withdraw without academic accountability
Sunday March 17	**TEST THREE** on Ch. 7-9 due
Sunday April 7	**TEST FOUR** on Ch. 10-12 due
Monday April 29	**TEST FIVE** on Ch. 13-15 due - All assignments and tests will be permanently closed.