UNIVERSITY OF WISCONSIN OSHKOSH
College of Business Administration
Business 460 Advanced Quality Management
Dr. Andrew Manikas
Fall 2010
TR 11:30 – 1:00pm
NE 206

Instructor: Dr. Andrew Manikas
Office: Clow Faculty 210 (424-7401) Email: manikasa@uwosh.edu
Office Hours: Thur 3 - 6pm; and by appointment
Program Assistant: Ms. Donna Molus, Clow Faculty 127 (424-3027)

It is expected that students have purchased the required text book, and have access to a PC compatible computer with MicroSoft Excel software. The student labs have the appropriate computers and software to view all materials and do all homework. All homework involving calculations must be done in Excel with the formulas available (do not paste in numbers or graphs that were calculated outside of Excel). Concept homework assignments may be done in Word.

Required Text

Text 1: *Selected Chapters from Quality Management (3rd ed.)*, by Gitlow, Oppenheim, Oppenheim, and Levine.

Course Description

This course in Advanced Quality Management will teach you what quality is, basics of normal distributions, sampling, six-sigma, Design of Experiments, and multiple process control charts.

Course Objectives

1. To understand the role of variance in processes
2. To become familiar with the various process control charts, and when to use which one
3. To understand concepts and terminology of normal distributions
4. To become familiar with using Excel to perform analysis

Use of Email and Desire2Learn

Email will be used in this class, both for communications from me to the entire class and for you to ask me questions. The web-based system Desire2Learn will also be used for communication from me to the entire class. You are expected to check your email and Desire2Learn on a regular basis. My email address on campus is manikasa@uwosh.edu.

Any emails sent to the class will be sent to your UW Oshkosh email address using Desire2Learn. I will also post announcements and course documents on Desire2Learn.
Special Needs

Students must self identify with Project Success. All other requests for special consideration (e.g. extra time for taking exams) will be denied.

Assignments

There will be homework assignments and in class quizzes to reinforce learning and to aid in studying for the exams. Be sure that you understand how to do the problems because they will be the basis for the exams. A limited amount of class time will be devoted to discussion of homework problems.

Most homework assignments should be done in Excel (Some may be Word).

Late or unprofessional looking homework is worth 0 points. There is no opportunity to make up for missed, lost, late, or unprofessional looking homework turned in.

NOTE: Each student must turn in their own homework, although discussion outside of class amongst students is allowed (encouraged).
Course Evaluation

Grades will be determined based on the following distribution of points:

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams 2 (100 each)</td>
<td>200</td>
</tr>
<tr>
<td>Homework (9 sets)</td>
<td>90</td>
</tr>
<tr>
<td>Quizzes (2)</td>
<td>40</td>
</tr>
<tr>
<td>Pop-Quizzes</td>
<td>70</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>400</strong></td>
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</tbody>
</table>

Makeup exams and quizzes will only be allowed with valid, documented excuse and are entirely at the discretion of the professor.
## Grading Scale

<table>
<thead>
<tr>
<th>%</th>
<th>Grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>93</td>
<td>A</td>
<td>372</td>
</tr>
<tr>
<td>90</td>
<td>A-</td>
<td>360</td>
</tr>
<tr>
<td>86</td>
<td>B+</td>
<td>344</td>
</tr>
<tr>
<td>83</td>
<td>B</td>
<td>332</td>
</tr>
<tr>
<td>80</td>
<td>B-</td>
<td>320</td>
</tr>
<tr>
<td>76</td>
<td>C+</td>
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<tr>
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<td>66</td>
<td>D+</td>
<td>264</td>
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<tr>
<td>63</td>
<td>D</td>
<td>252</td>
</tr>
<tr>
<td>60</td>
<td>D-</td>
<td>240</td>
</tr>
<tr>
<td>&lt;60</td>
<td>F</td>
<td>&lt;240</td>
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</tbody>
</table>
Chapter 1 – Fundamentals of Quality
Chapter 2 – W. Edwards Deming
Chapter 3 – Fundamentals of Statistical Studies
  Homework 1 Assigned
Chapter 4 – Defining and Documenting a Process
Chapter 5 – Basic Probability and Statistics
  Homework 2 Assigned
  Quiz 1
Chapter 6 – Stabilizing and Improving a Process with Control Charts
  Quiz 2
Chapter 7 – Attribute Control Charts
  Homework 3 Assigned
  Homework 4 Assigned
  Exam 1 should fall about here topic wise, Exam 1 date is Thur, Oct 28
Chapter 8 – Variables Control Charts
  Homework 5 Assigned
Chapter 9 – Out-of-Control Patterns
  Homework 6 Assigned
Chapter 10 – Diagnosing a Process
Chapter 11 – Process Capability and Improvement Studies
  Homework 7 Assigned
Chapter 12 – Design of Experiments
  Homework 8 Assigned
Chapter 13 – Inspection Policy
  Homework 9 Assigned
Chapter 20 – Six Sigma Management
  Exam 2 date is Thur, Dec 16

Important Dates:
Thursday, September 9, First Day of Class
Thursday, October 28, Exam 1
Tuesday, November 23, Self Study Day (Professor at a conference)
Thursday, November 25, Thanksgiving Break
Thursday, December 16, Exam 2