

Course Syllabus

Department : Occupational Safety & Health Technology
Course Title : Total Quality Management
Section Name : QCTC 1301 FA12 WB1
Start Date : 08/27/2012
End Date : 10/19/2012
Modality : Online
Credits : 3

Instructor Information

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Course Description

The study of integrating work processes using team participation through employee empowerment and team work emphasizing the philosophy of customer service and satisfaction.

Prerequisites/Co-requisites

None.

Scans

4,5,6,7,8,9,10,11

Course Objectives

To understand the principles and practices of Total Quality Management

Required Readings/Materials

Course Requirements (Lectures, Assignments and Assessments)

Module 1

Gurus of Total Quality Management Due Date: TBA

Module 2

Programs of Total Quality Management Due Date: TBA

Module 3

Deming Philosophy of Management Due Date: TBA

Module 4

Leadership of Total Quality Management Due Date: TBA

Grading Policy

You will be evaluated by the thoroughness of the contents of the assignment.

Special Needs

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Learning Resource Center (Library)

The Library, known as the Learning Resources Center, provides research assistance via the [LRC's catalog \(print books, videos, e-books\)](#) and [databases \(journal and magazine articles\)](#). [Research guides](#) covering specific subject areas, [tutorials](#), and the "Ask a Librarian " service provide additional help.

Student E-mail

Please access your [Odessa College Student E-mail](#), by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>. **All assignments or correspondence will be submitted using your Odessa College email.**

Technical Support

For Blackboard username and password help and for help accessing your online course availability and student email account contact the Student Success Center at 432-335-6878 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm.

Important School Policies

For information regarding student support services, academic dishonesty, disciplinary actions, special accommodations, or student's and instructors' right to academic freedom can be found in the [Odessa College Student Handbook](#).

Expectations for Engagement – Online Learning

To help make the web-based learning experience fulfilling and rewarding, the following Expectations for Engagement provide the parameters for reasonable engagement between students and instructors for the online learning environment. Students and instructors are welcome to exceed these requirements.

Reasonable Expectations of Engagement for Instructors

1. *As an instructor, I understand the importance of clear, timely communication with my students. In order to maintain sufficient communication, I will*
 - μδδστ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; provided my contact information at the beginning of the syllabus;*
 - μδδστ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; respond to all messages within 24 hours if received Monday through Thursday and within 48 hours if received Friday through Sunday; and,*
 - μδδστ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; notify students of any extended times that I will be unavailable and provide them with alternative contact information (for me or for my supervisor) in case of emergencies during the time I'm unavailable.*

2. *As an instructor, I understand that my students will work to the best of their abilities to fulfill the course requirements. In order to help them in this area, I will*

&muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; provide clear information about grading policies and assignment requirements in the course syllabus, and

&muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; communicate any changes to assignments and/or to the course calendar to students as quickly as possible.

3. *As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will*

&muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; post grades for discussion postings within one week of the discussion thread closing.

&muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; provide grades for major assignments within 2 weeks of the due date or at least 3 days before the next major assignment is due, whichever comes first.

Reasonable Expectations of Engagement for Students

1. *As a student, I understand that I am responsible for keeping up with the course. To help with this, I will*

&muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; line up alternative computer and internet access in case my primary computer crashes or my internet services is unavailable;

&muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; recognize that the college provides free wi-fi and computer labs during regular campus hours to help me with accessing my course; and,

&muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; understand that my instructor does not have to accept my technical issues as a legitimate reason for late or missing work if my equipment or service is unreliable.

2. *As a student, I understand that it is my responsibility to communicate quickly with the instructor any issue or emergency that will impact my involvement with or performance in the class. This includes, but is not limited to*
 - &muiddot; &nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi; getting "kicked off" of the system during tests or quizzes;*
 - &muiddot; &nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi; having trouble submitting assignments; and*
 - &muiddot; &nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi; dealing with a traumatic personal event.*

3. *As a student, I understand that it is my responsibility to understand course material and requirements and to keep up with the course calendar. While my instructor is available for help and clarification, I will*
 - &muiddot; &nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi; seek out help from my instructor and/or from tutors;*
 - &muiddot; &nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi; ask questions if I don't understand; and,*
 - &muiddot; &nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi;&nbpi; access my course several times during the week to keep up with assignments and announcements.*

Expectations for Engagement – Face to Face Learning

To help make the learning experience fulfilling and rewarding, the following Expectations for Engagement provide the parameters for reasonable engagement between students and instructors for the learning environment. Students and instructors are welcome to exceed these requirements.

Reasonable Expectations of Engagement for Instructors

1. *As an instructor, I understand the importance of clear, timely communication with my students. In order to maintain sufficient communication, I will*

μδδoτ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; provided my contact information at the beginning of the syllabus;

μδδoτ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; respond to all messages in a timely manner through telephone, email, or next classroom contact; and,

μδδoτ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; notify students of any extended times that I will be unavailable and provide them with alternative contact information (for me or for my supervisor) in case of emergencies during the time I'm unavailable.

2. *As an instructor, I understand that my students will work to the best of their abilities to fulfill the course requirements. In order to help them in this area, I will*

μδδoτ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; provide clear information about grading policies and assignment requirements in the course syllabus, and

μδδoτ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; communicate any changes to assignments and/or to the course calendar to students as quickly as possible.

3. *As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will*

μδδoτ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; return classroom activities and homework within one week of the due date and

μδδoτ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; &vβσπ; provide grades for major assignments within 2 weeks of the due date or at least 3 days before the next major assignment is due, whichever comes first.

Reasonable Expectations of Engagement for Students

1. *As a student, I understand that I am responsible for keeping up with the course. To help with this, I will*
 - &muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; attend the course regularly and line up alternative transportation in case my primary means of transportation is unavailable;*
 - &muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; recognize that the college provides free wi-fi, computer labs, and library resources during regular campus hours to help me with completing my assignments; and,*
 - &muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; understand that my instructor does not have to accept my technical issues as a legitimate reason for late or missing work if my personal computer equipment or internet service is unreliable.*

2. *As a student, I understand that it is my responsibility to communicate quickly with the instructor any issue or emergency that will impact my involvement with or performance in the class. This includes, but is not limited to,*
 - &muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; missing class when a major test is planned or a major assignment is due;*
 - &muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; having trouble submitting assignments;*
 - &muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; dealing with a traumatic personal event; and,*
 - &muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; having my work or childcare schedule changed so that my classroom attendance is affected.*

3. *As a student, I understand that it is my responsibility to understand course material and requirements and to keep up with the course calendar. While my instructor is available for help and clarification, I will*
 - &muiddot; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; &nubsp; seek out help from my instructor and/or from tutors;*

&μιδδοτ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; &νβσπ; *ask*
questions if I don't understand; and,

attend class regularly to keep up with assignments and announcements