

Course Syllabus

SMFG 451/OSCM 451- Quality Management – 3.0 Units

Prerequisite: OSCM 306

Course Times: Lecture M, W, F 10:00 – 10:50 AM LANG 104

Instructor: Dr. Nathan L. Anderson (nlanderson@csuchico.edu)

Office: Location- O’Connell 427 – Phone: (530) 898-5976
Hours T, R: 2:00 – 3:50 PM

Course Description

This course is an introduction students to manufacturing quality systems. Particular attention is paid to statistical techniques and their practical application to design, processes, and services.

Course Goal

Provide students with a broad understanding of “quality” in the manufacturing sense of the word. Students should be able to problem solve and make data driven decisions using best practices that are statistically based.

Student Learning Objectives

Key topics include, but are not limited to statistical process control, reliability testing, sampling, 6 sigma, value stream mapping, prioritization matrices, DMAIC, and FMEA.

Course Usage of Blackboard Learn

Copies of the course syllabus, lectures, and major assignments may be found on Blackboard Learn. You are responsible for regularly checking the online resources, which is accessed through the Chico State Portal at <http://portal.csuchico.edu>.

Recommended Textbook and Materials

- Managing Quality – Integrating the Supply Chain, 5th or 6th Edition, S. Thomas Foster ISBN: 9780132737982 (Required)

General

1. Grades will be reduced one full grade for each week assignment is late.
2. All cellular phones should be turned off or on silent during the lecture/activities.
3. Tests can have one-page of notes. Exams and quizzes are closed book and notes unless prior arrangements are made.
4. You are responsible for understanding the policies and procedures about add/drops, academic renewal, etc. found <http://www.csuchico.edu/catalog/>. You should be aware of the new deadlines and penalties for adding and dropping classes.
5. If you need course adaptations or accommodations because of a disability or chronic illness, or if you need to make special arrangements in case the building must be

evacuated, please make an appointment with me as soon as possible, or see me during office hours.

6. Distracting or disruptive behavior during class time may be used as grounds for being dropped from the class and/or for reduction in grade.

Grading

1 Midterm exam	25%
1 Final exam	25%
DMAIC Project, Part 1 and 2, QFD	20%
Homework	20%
Participation/Quizzes	10%

Grade Distributions

Final grades will be given according to the following distribution after the weighting above has been performed for each category.

A	92-100%
A-	90-91%
B+	88-89%
B	83-87%
B-	80-82%
C+	77-79%
C	70-76%
C-	65-70%
D	55-64%
F	0-54%

Note: This distribution is subject to change during the course of the semester.

Americans with Disabilities Act

If you need course adaptations or accommodations because of a disability or chronic illness, or if you need to make special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours. Please also contact Accessibility Resource Center (ARC) as they are the designated department responsible for approving and coordinating reasonable accommodations and services for students with disabilities. ARC will help you understand your rights and responsibilities under the Americans with Disabilities Act and provide you further assistance with requesting and arranging accommodations.

Accessibility Resource Center

530-898-5959

Student Services Center 170

arcdept@csuchico.edu

SMFG 451 Schedule

Week	Chapter	Work Due
1	(1) Defining Quality	
2	(11) Stats for Variables	
3	(3) Global Considerations	HW 1
4	(10) Tools	HW 2
5	(12) Stats for Attributes	DMAIC I
6	(7) Product Design	HW 3
7	(2) Theories	House of Quality Face Off
8	Review and Midterm	HW 4 - Midterm
9	Spring Break	
10	(8) Service Design	HW 5
11	(9) Supplier Quality	HW 6
12	(5) Voice of the Customer	HW 7
13	(6) Voice of the Market	HW 8
14	(4) Planning	HW 9
15	(13) Six Sigma and Lean	DMAIC II
16	(14) Managing Projects	HW 10
17	(15) Implement & Validate	

Note: The schedule may change during the semester.