

**Total Quality Management
MGMT4240**

Spring, 2007

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Text: Foster, Thomas S. **Managing Quality: An integrative approach**, 3rd edition, Prentice-Hall, 2006.

Course Objectives

Given the fact that every business, industry, and governmental organization is and will continue to be impacted by quality, the course seeks to expose students to the concepts of Total Quality Management and to the developments that have occurred in the field in the last twenty-five years.

Grading Policy

93 – 100 – A
90 - 92 - A-
87 - 89 - B+
83 - 86 - B
80 - 82 - B-
77 - 79 - C+
72 - 76 - C
70 - 71 - C-
60 - 69 - D
Below 60 F

Note: if you are a Management major you must make a C or higher to get credit for MGMT4240 as a major course. A grade of C- will not give you credit for a major course. This is a peculiarity of the +/- grading system and not my policy.

Four exams 22% each
Attendance , participation, and case/question write-ups 12%

Schedule

We will cover about one chapter of Foster each week. Exams will occur after each 4th chapter. The fourth exam will be given during the final exam period.

Students are expected to conform the “A Culture of Honesty”. Academic honesty violations will be reported to the Office of the Vice President for Academic Affairs.