John Blackstone  
Professor of Management

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Text: Foster, Thomas S.  Managing Quality: An integrative approach, 3rd edition,  
Optional text, recommended: Vincent K. Omachanu and Joel E. Ross, Principles of  
I will lecture from both texts but will assign homework from the Foster text.

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+  
73 - 76 - C  
70 - 72 - C-  
60 - 69 - D  
Below 60    F

Four exams 23% each (the fourth exam will be given during the final exam period)  
Homework write-ups 8%

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.
Tentative Schedule

Th – Jan 8 – Introduction to course – OR, 1. 4-5, 12-16. WebCT Introduction

Tu – Jan 13 – Quality or Else – hour one – no reading, no WebCT

Th – Jan 15 – Differing perspectives on quality – Foster, 1. WebCT Ch. 1 Foster

Tu – Jan 20 – Quality Theory – Foster, 2, WebCT Ch. 2, Foster

Th – Jan 22 – Quality Theory, cont. – Foster, 2, OR, 1, 7-12 WebCT Ch. 2, Foster

Tu – Jan 27 – Quality Awards – Baldridge – Foster, 3, 70-84, OR, 21


Tu – Feb 3 – Review for Exam 1

Th – Feb 5 – Exam 1

Tu – Feb 10 - Strategic Quality Foster, 4, OR, 4, Ch. 4 Foster

Th – Feb 12 - Quality or Else, Hour 2

Tu – Feb 17 - Management of Process Quality OR, 6; Ch. 6 OR Process Control

Th – Feb 19 - The Voice of the Customer Foster, 5, OR, 7; Ch. 5 Foster

Tu – Feb 24 - Product and Process Design Foster, 7; Chapter 7 modified

Th – Feb 26 - Quality, Productivity, Cost of Quality OR, 10-11; OR Ch 10 & 11

Tu – Mar 3 - Managing Supplier Quality Foster, 9, Chapter 9 modified

Th - Mar 5 - Review for Exam 2 Review for Exam 2

Tu – Mar 10 & Th Mar 12 – Spring Break

Tu – Mar 17 -Exam 2

Th – Mar 19 - Understanding Data OR 13; OR Ch. 13

Tu – Mar 24 - The Tools of Quality Foster 10, OR 14; Chapter 10 modified

Th – Mar 26 - Quality or Else, Hour 3
Tu - Mar 31 - Statistically Based Quality Improvement for Variables Foster 12, OR 15; Foster Ch 12, OR Ch 15

Th – Apr 2 - Review for Exam 3

Tu – Apr 7 - Exam 3

Th – Apr 9 - The Voice of the Market Foster 6; Foster Ch. 6

Tu - Apr 14 - Improvement for Attributes Foster 13, OR 16, Chapter 13 Aug 07

Th – Apr 16 - Six Sigma Management Foster 14, OR 27, Chapter 14 Aug 07

Tu – Apr 21 - Managing Learning, Implementing the Quality System Foster 15, 16 Chapters 15 & 16

Th – Apr 23 - Buffer

Tu – Apr 28 - Buffer

Th – Apr 30 – Review for final

Final - Exam 4
## Syllabus Addendum, Fall, 2008
### Homework Assignments for Fall Semester, 2008

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