

# Syllabus for ETM 627.3W1 **QUALITY MANAGEMENT**

**Summer Semester 2010 Distance Delivery**

---

**Instructor** : Dr. Joan Burtner, Certified Quality Engineer  
Associate Prof., Department of Industrial Engineering and Industrial Management  
**Office** : 201E School of Engineering

**Course Web Site:** <http://mercer.blackboard.com/webct/entryPageIns.dowebct>

**Phone** : (478) 301-4127

**Email** : [Burtner\\_J@mercer.edu](mailto:Burtner_J@mercer.edu) before May 20 only

---

## **Textbooks and Supplies:**

The Certified Manager of Quality/Organizational Excellence Handbook: Third Edition  
*Westcott, Russell T.* 672 pages. ISBN 978-0-87389-678-8. 7 x 10. Hardcover. 2006

## **Bulletin Description:**

Quality philosophy and quality management concepts, leadership, quality standards, continuous improvement, quality tools, six-sigma, benchmarking, statistical process control, quality function deployment, design of experiments, Taguchi methods, on-line quality and information technology, case studies and success stories in quality, use of spreadsheets and statistical packages to solve real-world quality problems. 3 hours

## **Course Objectives:**

Upon successful completion of this course, students should be able to:

1. Analyze the basic concepts and philosophy of the management of quality.
2. Apply quantitative methods and leadership principles to improve the business processes and systems within the organization.
3. Solve problems related to statistical process control, experimental design, and quality engineering.
4. Apply quality standards and use management tools for quality improvement.

## **Grading:**

Homework/Discussions 50%                      Exam 1 25%                      Exam 2 25%

## **Homework Assignments:**

Assignments will be posted on the course web site at least one week before the due date.

**Attendance:** There will be no required attendance at the Mercer campus.

**Quizzes:** There will be no quizzes for this distance-delivered course.

**Exams:** Two open-book exams will be administered during the eight-week course term.

## **Electronic Communication:**

All course-related communication will be processed through the course Blackboard site. I have included my Mercer e-mail address and phone number for communication before the course begins.

Last Revision May 14, 2010 12 noon