Course Description
As quality is paramount in each and every project, this course provides the student with the needed tools, techniques, and knowledge required to identify quality concerns, implement a quality management strategy, and implement a strategy for ongoing quality within the selected project.

Course Objectives
1. Define and be able to recognize the differences between quality, quality management, and project quality management.
2. Identify the principles and processes needed to execute project quality management.
3. Identify and contribute the processes of project quality management to the project management life cycle.
4. Define Plan Quality Management (QP), Perform Quality Assurance (QA), Control Quality (QC), Perform Quality Improvement (QI), and identify their differences and potential benefits.
5. Identify and follow the processes required of QP, QA, QC, and QI.
6. Identify and employ QP, QA, QC, and QI tools, techniques, and models during the execution of a project.
7. Assess a project’s “quality management health.”

Learning Objectives
By completing this course, students must show proficiency with:

1. How to plan and adjust for quality.
2. A thorough understanding of how quality can impact a project.
3. Treat you as responsible adults.
4. Consider that it is not always your fault if you don’t understand the material.
5. Create a mutually respectful classroom environment.

Course Requirements
- Basic Statistics course
- Excel knowledge

School of Business learning goals
- **Goal 1:** QUANTITATIVE FLUENCY. Students will demonstrate competency in logical reasoning and data analysis skills solving problems related with quality control and statistical analysis. Assessment will take place in the exams and in the final project.
- **Goal 2:** INTELLECTUAL INNOVATION AND CREATIVITY. Students will be able to demonstrate their resource fullness and originality in addressing extemporaneous problems integrating their knowledge from multiple sources.

Course Expectations
As your teacher, I have the following responsibilities:

a) Come prepared to every class.
b) Plan my class so you can accomplish the objectives listed in the syllabus.
c) Treat you as responsible adults.
d) Consider that it is not always your fault if you don’t understand the material.
e) Create a mutually respectful classroom environment.
f) Encourage you to ask and answer questions.

As students, you have the following responsibilities:
i. Come prepared to every class.
ii. Complete all work on time with proper thought.
iii. Behave as responsible adults.
iv. Consider that it is not always my fault if you don’t understand the material.
v. Treat others with respect.

vii. Learn the statistics software outside the classroom with guidance from the professor during office hours (Excel).

viii. If you are not familiar with excel, it is YOUR responsibility to do the Excel Review by yourself during the first days of class. You are expected at least to have this knowledge for the class.

Course Texts
2. Managing Project Quality. Timothy J. Kloppenborg, Joseph A. Petrick

Additional Reading
Will be given during the course (see OAKS for this information)

Course Organization
This course is online, no face-to-face meeting are required (at least the

Online Format
• The asynchronous on-line format allows self-motivated, task-driven students the flexibility to complete coursework over the internet. If you are not self-motivated/task-driven, it might not be a good idea to take this course online!
• Because we don’t actually meet face-to-face, it’s essential that you maintain an active presence in the class, checking OAKS regularly and viewing the assigned lectures/videos as soon as they

student request it). This course will require a great deal of reading on your part. It is critical that you read and study the material assigned chapter before completing the assignments. Quizzes or assignments will be opened starting at 12:01 am on due date and ending at 11:59 pm. However, this is the ending time, if you start the assignment or quiz at 11:45 pm, you have only 14 minutes to complete it and I will submit automatically by 11:59 pm. Even you have not saved your answers! No late assignments or quizzes are accepted (no exceptions).

Attendance Police
Course load recommendation (total minimum hours per day required)
An online class does not mean that you can be absent and just show up for quizzes, homework and exams.
The required is the same as face-to-face class.

Teaching Method
Lecture (videos), assigned reading, hands-on exercises, and problems. We will use e-learning as a support tool in the course, therefore, students should have the responsibility to learn how to use Excel (use the videos in Microsoft website to review Excel. The professor will assume you know ALL the tasks practiced in the videos posted in OAKS under Excel Basics).
All assignments, videos, assigned readings are MANDATORY at the end of the assigned week. No late are posted, before the next videos/lectures come! Remember that I can see when you log onto OAKS and monitor your progress through the class.
• Online is NOT easier than a physical class environment. On the contrary, if you don’t have the discipline and organization to keep up with the class on your own, online can be more difficult than regular physical environments.
• Much of the class will be run like a traditional course, except that the online format should encourage more exchanges

assignments will be accepted under any circumstances!!! Solutions to assignments are usually posted right after due date. All students are expected to have access to their account on OAKS and are responsible for keeping their email account active and check it frequently. I will have to use the official g.cofc.edu email account. Course materials and links to each module will be placed in OAKS and you should regularly check-in for announcements and updates, CHECK THE CALENDAR REGULARLY TOO.
The official computer hardware is PC-windows based. If you are a Mac user, you must learn on your own how to use StatPlus, which pretty much takes care of everything (except for histograms). The new Excel version for Mac has all we need, just as the PC version. All videos are using a windows environment but everything can be done in MAC.
Quizzes and exams are time restricted, no additional time is allowed. We evaluate in this class productivity, which means that completing tasks in a specified time is part of our evaluation. Computer failure/unavailability does not constitute an excuse for not completing assignments by the due date. The recommendation is to start homework as soon as it is posted, in that case, if you have a computer problem, you will have time to fix it before the due date/time. ALL VIDEOS ARE MANDATORY from start to finish!!!! between students than you might be accustomed to in a physical classroom. You will be expected to do the same sorts of activities that you do in a regular class such as reading and writing, guided by feedback from me, and heavy video watching and practicing on your own.
• It is essential that you stay on top of the course assignments. I will post due dates and reminders, but it is on you to make sure that you don’t get behind. Do not make the mistake of thinking this is an easy class because we’re meeting
online. The material is quite difficult, and will take a lot of effort on your part to master. A regular physical class normally entails 3 hours of classroom time per week, plus 7 hours per week of study time. The workload for this class will be the same for you to succeed.

- Students are expected to be polite and respectful in ANY communication with others in our course community. This includes emails, discussion postings, etc.
- You are expected to study at least 7 hours per week additional to 3 hours of videos and readings in order to successfully understand the material!
- Quizzes, exams or homework cannot be made up for ANY reason.
- You must check your Charleston email (g.cofc.edu) regularly; you should also correspond with me through this account only. As part of the FERPA privacy laws, we are expected to communicate through the college’s email system, so following this policy is ultimately in your best interests.

**E-mail Business Etiquette**

- e-Mail will be responded in 24 hours (except on Weekends). Do not abandon business etiquette in your use of e-mail! I will not respond to e-mails if you do not follow the below guidelines:
  - Business-like writing style (Dear Dr. Quesada, sincerely etc.)
  - Be concise and to the point.
  - E-mail alias so recipient sees your full name, or your full name with @g.cofc.edu, in his/her e-mail inbox.
  - Subject line meaningful to recipient (identify your class DSCI-232-05). Always include this as your subject line!!!
  - Content clearly states the purpose of the e-mail including any action to be taken from the professor.

- Be careful about including quotations and sayings in your signature block. Obviously don’t include anything that has potential to be offensive or misunderstood. Think about the impression your message sends to someone who doesn’t know you, and be judicious.
- Although I expect you to be working on the course during weekends, you should not expect me to answer emails during Weekends or night time. My times to answer emails are 8:30 am to 5 pm. Every now and then I answer emails outside the set time, however, do not expect me to do so on a regular basis. Maximum time for me to respond emails during the week is 24 hours. If I have not responded to your email within this time, please send the email again, and make sure you do not send it to “gonzalezmg@g.cofc.edu”. My email address is “gonzalezmg@g.cofc.edu”.

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**Grading and Evaluation**

<table>
<thead>
<tr>
<th>Grading Scale</th>
<th>Letter Grade</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>93-100</td>
<td>A</td>
<td>Superior</td>
</tr>
<tr>
<td>87-92.99</td>
<td>B+</td>
<td>Very Good</td>
</tr>
<tr>
<td>80-86.99</td>
<td>B</td>
<td>Good</td>
</tr>
<tr>
<td>77-79.99</td>
<td>C+</td>
<td>Fair</td>
</tr>
<tr>
<td>70-76.99</td>
<td>C</td>
<td>Acceptable</td>
</tr>
<tr>
<td>60-69.99</td>
<td>D</td>
<td>Barely Acceptable, Passing</td>
</tr>
<tr>
<td>&lt; 60</td>
<td>F</td>
<td>Failure</td>
</tr>
</tbody>
</table>

WA: Withdrown
Excessive Absences (equivalent to F)

XXF: Failure due to Academic Dishonesty

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**Topics Included:**

INTRODUCTION TO PROJECT MANAGEMENT
PROJECT QUALITY INITIATION

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PROJECT QUALITY PLANNING
PROJECT QUALITY ASSURANCE
PROJECT QUALITY CONTROL
**Attendance Policies**

- **Students are expected to attend classes.** You cannot expect to have a thorough grasp of the material if you miss class. You are responsible for all material or assignments that are covered in class. Students are expected to contribute to class discussion. Class participation, attendance and promptness are expected and highly encouraged. It is not acceptable to be regularly tardy for class. If you miss a quiz/in class assignment due to tardiness, you may not make it up.

- **After 5 absences the student will be dropped from the class. NON-NEGOTIABLE.** You don’t have to come to the professor to excuse your absence, any absence counts for this rule!!

- Attendance will be taken randomly in different time periods of the class. If you are absent at the time of attendance signing, it is considered absence. If you come in late and the attendance has already been passed, you will be considered absent. **Don’t bother to justify your absence since both justified and unjustified absences count for this rule.**

- If you miss a session, the professor WON’T repeat the missed material on office hours, it is your responsibility to read on your own and ask your classmates for missing concepts.

**Final Paper**

**General Comments and Guidelines**

The following template has been provided as a guideline for the preparation and submission of your final paper required for Controlling Quality class. **You need instructor approval of your initial idea.**

**Withdrawal Policy**

**The professor does not process Instructor Withdrawals after the first evaluation for any reason.**

- **No makeup exams will be given.** It is impossible to make an equivalent exam without the student at either an advantage or disadvantage. If you miss an exam, with or without a legitimate excuse, you will have a zero for that exam. **This policy is non-negotiable.**

- **No makeup quizzes will be given.** This policy is non-negotiable. If you registered late for the course and you missed any quizzes, you will have zero on those missing quizzes. The professor cannot wait until the last day to add/drop to start the class.

**SNAP Students/Special Accommodations/Athletes**

- Students that require special accommodations for exams or athletes must talk to the professor no later than ONE week after the semester start and provide necessary documentation.

- **SNAP students are responsible to remind the professor one week in advance before each exam to allow the professor enough preparation time.** If a student fails to remind the professor one week in advance before each exam, the student will have the same evaluation time as the rest of the class for that particular exam.

**College of Charleston Honor Code**

All work that you submit in this course must be your own; unauthorized group efforts will be considered academic dishonesty. This is particularly important with regards to assignments and exams. The sharing or copying of program files (e.g., spreadsheets) is a form of plagiarism. Academic dishonesty is a serious offense, which may result in a failing grade for the course and/or report to the Honor Board for evaluation. If copying is involved, both parties will be judged equally guilty.

**Complaints about Exams.** The professor encourages students to review in detail when exams are returned. You have two days after the graded evaluation was given to you to make any questions or complaints about it. If that time is passed, it means you have accepted the grade given.

- **No complaints are accepted for any reason if the two days period has passed (non-negotiable)**

with an area of interest related to Quality Control in a specific project

- The paper must be referenced appropriately (using footnotes, endnotes, bibliography, etc.) that adhere to a consistent style (e.g., MLA or Chicago).

- Papers should be 20-25 pages double-spaced, 12-point font if
using Times Roman or a similar serif font, or 10-point font if using Arial or a similar sans-serif font. Pages should be numbered. The title page and references do not count toward the length of the paper.

Your paper should follow the outline presented here. You can deviate from it, but if you do so substantially, you should have an extremely good reason.

**Title Page**

Create a separate page with the title of your paper, your name, email address, the course (PMGT 341), the semester and year (Express I, 2018), the instructor's name, and the date.

**1. Introduction**

1.1. Topic

This subsection states your topic, or describes your narrowed subject area.

1.2. Rationale

Please explain why you wanted to do this research in this subsection.

1.3. Additional information

Here, you should add any other related introductory material. You can add additional subsections if you need to.

2. Statement of Purpose

In this section, please present the questions your paper will answer, and an overview of the organization of the paper.

**3. Basic Description**

This section may have a number of subsections. Describe your topic in some detail. Your report should include references to facts you learned in your research. Organize your points in clear, distinct sections that describe things like the technology, hardware requirements, user interfaces, or different software packages that you investigated.

You must also address the most important research questions, especially how Quality Management are being used to solve problems in a particular situation and why. You can divide this section into subsections corresponding to logical categories, each subsection addressing a different aspect of TQM applications. Or, each subsection could address a small unit of a process. What is important is that the section as a whole be logically organized and easy to follow.

**Important:** You must cite a source for every major fact or statement in this section. This section should not contain your personal opinions about these facts or statements; those will come later in the paper.

**4. Discussion**

In this section, apply the insights you learned from the class to the topic of this paper. Consider the application carefully. Give your opinions, and support them with facts. Remember, your opinion may not be "right" or "wrong", but it certainly will be "justified" or "unjustified"!

Please use your best judgement about what to include; you won't be able to include everything, so please do not try.

**4.1. Factual review**

This section should add your opinions about the material in section 3. Describe the strengths and weaknesses of the approaches of the different applications. Based on your research and earlier knowledge of the area.

**4.2. Personal Assessment**

In this section, use the points mentioned in section 4.1 to suggest directions that the use of TQM in that area should take. Some questions that might help you do this are:

- Are TQM tools being used effectively in this field?
- Could TQM applications be used better, and if so, how?
- Are the applications too complicated for novices? Are the applications sophisticated enough for experts? What do these applications lack? In what ways are the applications well designed?

**5. Conclusions**

On the basis of your research, is this application of TQM appropriate and useful? Is it mature? Could the application be improved or increased, or made more effective? This brief section should summarize what you learned, and in particular explain what you want the reader to learn from your paper.

**6. References**

This section begins on a new page and contains all your references: journal articles, books, Internet resources, interviews, videos, films, and so forth. The reader should be able to locate all quotations and other references, right down to the correct page. Please format your references as described in the
handout *Citing and Formatting References.*

**Hints**

Keep track of your references as you use them. Add the full citation to a reference list. You can use a computer file, index cards, or some other medium to record the citation. If you do not do this, you will find reconstructing the list of references, and what you used each for, very difficult!

As always, if you have questions, please see the instructor, or send me email. I am here to help you.

If your paper have between 15.1% and 25% a 20% deduction of your grade will be applied

Anything higher than 25.1% but less than 50% will get 60% penalty

Higher number of 50% will be a 0 in your paper.

**What to Turn In**

Please turn in a printed copy of your paper. Also, submit your Word file (DROPBOX), named "PMGT Term Paper.doc", in any of Word version. Warning: do not submit a file in PDF format!

**Grading**

The distribution of points for your term paper is as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>Possible Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content</td>
<td>100</td>
</tr>
<tr>
<td>Proper citations for controversial or detailed facts</td>
<td>15</td>
</tr>
<tr>
<td>At least 15 references in bibliography</td>
<td>15</td>
</tr>
<tr>
<td>Title page</td>
<td>15</td>
</tr>
<tr>
<td>Introduction</td>
<td>15</td>
</tr>
<tr>
<td>Basic description</td>
<td>15</td>
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<tr>
<td>Discussion</td>
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<tr>
<td>Conclusions</td>
<td>15</td>
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<td>References</td>
<td>15</td>
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<td>Total</td>
<td>220</td>
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</table>

When you submit your paper, we will look both at content and how you present it. In particular, we will deduct one point for every grammar error that your paper contains. You can use the Word grammar checker with all style and grammar options checked (except "use of first person", because you can use "I" or "we" in the paper) to find possible grammar errors; but it does make mistakes, flagging perfectly good sentences as ungrammatical (especially passive sentences), and missing grammatically incorrect sentences. So please check carefully.

**IMPORTANT NOTE**

**Plagiarism** will be penalized (the practice of taking someone else's work or ideas and passing them off as one's own.)

If your paper have less than 10%, there is no penalization

If your paper have between 10.1% and 15% a 10% deduction of your grade will be applied