E-mail Business Etiquette

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. Gonzalez, Dr. G., Sincerely, etc.)
- Be concise and to the point.
- E-mail alias so the recipient sees your full name, or your full name with @g.cofc.edu, in his/her e-mail inbox.
- **Subject line** meaningful to the recipient (consider identifying your class SCIM 366. Always include this as your subject line!!! Including section number.
- The content clearly states the purpose of the e-mail including any action to be taken from the professor.
- Clear signature block with your full name.
- Be careful about including quotations and sayings in your signature block. Don't include anything that has the potential to be offensive or misunderstood. Think about the impression your message sends to someone who doesn't know you and be

**COVID-19 RELATED POLICIES**

- As per Dr. Hsu’s email on August 17th 2021, **face coverings are required during class or office hours**, regardless of vaccination status. No food/drinks are allowed in class or during office hours, and therefore, the exception to the mask requirement because of eating/drinking does not apply. This mask requirement will be reviewed monthly to determine its appropriateness and duration.
- On a personal note, the professor is part of the high-risk population and asks for your understanding and compliance of always wearing a mask around him. Thank you in advance for your cooperation.
- I hope that all our students will do their best to stay safe, while also achieving academic success. Let’s all do our best to keep up with deadlines. Any deadline changes will affect the rest of the class because the feedback of the assignment/homework will have to be delayed so that answers are not released until all students have submitted the work. In case you cannot meet the deadline due to illness (quarantine is not a justifiable excuse), you should not hesitate to reach out with a request for an exception. Please make sure this is not too frequent either, or the disruption to the whole class will be a burden to the rest of the students.
- As a student waiting for feedback. Please understand that as soon as a student notifies that he/she will have to submit the work late due to illness, the professor will email the class indicating that the feedback for that assignment will be moved too. Do not get frustrated with the professor, we are all in this together, and it requires sacrifices from all. On the other hand, there will be a maximum of 3 days for the sick student to submit the assignment so that we don’t completely disrupt the class. If a student cannot comply with those 3 days, I would have to assign a 0 to the assignment because the rest of the class needs the feedback and cannot wait more than this time. Again, I am trying to be flexible but please understand that the continuity of the class is important and that it would not be fair to keep students from receiving feedback on their work or even worse, to release answers to the assignment before a student has submitted such an assignment.
- More than ever before, I recommend that you start project as soon as possible. First, you will have the material fresh from the recent coverage of the topic in class. Secondly, we don’t know what the near future holds for us, and we must be ready to quarantine or disrupt our routines, so do it while you can early, and if we must pivot for some reason, it won’t affect you or the rest of the class that much.
- It is prudent to start the final project, selecting the company and the team. The project guidelines will be given during the classes. If classes are transferred to Virtual mode, the project will be canceled, and a final exam will be applied on the corresponding day according to the final exam calendar given by the university.
1.0 Course Description
This course will provide students with an **introduction** to Lean and Six Sigma and the tool sets of teamwork and time management, statistical analysis, elimination of waste, processing mapping, dashboards, and other business improvement techniques. There is emphasis on voice of the customer and tools needed to measure those needs.

2.0 Course Objectives
2.1 Develop a broad understanding of Lean/Six Sigma principles and practices
2.2 Build capability to implement Lean/Six Sigma initiatives in manufacturing operations
2.3 Operate with awareness of Lean/Six Sigma at the enterprise level
2.4 Develop skills in problem solving and root cause analysis
2.5 Compare and contrast lean with the Theory of Constraints and Quick Response Manufacturing.
2.6 Define an appropriate Lean Six Sigma Project

3.0 Course Requirements

- DSCI-304 (Production and Operations Management)

4.0 School of Business learning goals addressed in this course

- **Goal 2: 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 4: 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**

5.0 Course Expectations

As your teacher, I have the following responsibilities:

5.1 Come prepared to every class.
5.2 Plan my class so you can accomplish the objectives listed in the syllabus.
5.3 Treat you as responsible adults.
5.4 Consider that it is not always your fault if you do not understand the material.
5.5 Create a mutually respectful classroom environment.
5.6 Encourage you to ask and answer questions.

As students, you have the following responsibilities:

5.7 Come prepared to every class.
5.8 Complete all work on time with proper thought.
5.9 Behave as responsible adults.
5.10 Consider that it is not always my fault if you do not understand the material.
5.11 Treat others with respect.
5.13 Learn the statistics software outside the classroom with guidance from the professor during office hours (Excel).
5.14 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.**
6.0 Course Texts


6.2 Additional Reading

MORE PAPERS WILL BE GIVEN DURING THE SEMESTER

7.0 Grading and Evaluation:

Partial Test 1 (02/15) .......................................................... 20%
Partial test 2 (04/14) .......................................................... 20%
*Project (DUE DATE for all is 04/19) .................................. 35%
Participation (includes class participation and absences) ........ 10%
POP QUIZZES (Non announced) ....................................... 15%
*In the event of Virtual class, the project will be changed for a cumulative final test

Grading Scale

<table>
<thead>
<tr>
<th>Grade</th>
<th>Performance</th>
</tr>
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<tbody>
<tr>
<td>94-100</td>
<td>A High Superior</td>
</tr>
<tr>
<td>90-93.99</td>
<td>A- Superior</td>
</tr>
<tr>
<td>87-89.99</td>
<td>B+ Very Good</td>
</tr>
<tr>
<td>84-86.99</td>
<td>B Good</td>
</tr>
<tr>
<td>80-83.99</td>
<td>B-</td>
</tr>
<tr>
<td>77-79.99</td>
<td>C+ Fair Good</td>
</tr>
<tr>
<td>74-75.99</td>
<td>C Fair</td>
</tr>
<tr>
<td>70-73.99</td>
<td>C- Acceptable</td>
</tr>
<tr>
<td>67-69.99</td>
<td>D+ Barely Acceptable, Passing</td>
</tr>
<tr>
<td>63-66.99</td>
<td>D</td>
</tr>
<tr>
<td>60-62.99</td>
<td>D-</td>
</tr>
<tr>
<td>&lt; 60</td>
<td>F Failure</td>
</tr>
<tr>
<td>WA</td>
<td>Withdrawn Excessive Absences (Equivalent to F)</td>
</tr>
<tr>
<td>XXF</td>
<td>Failure due to Academic Dishonesty</td>
</tr>
</tbody>
</table>

As a guide, I consider each grade to indicate the following performance:

- An ‘A’ level indicates outstanding work.
- A ‘B’ level indicates quality work.
- A ‘C’ level indicates acceptable work.
- A ‘D’ level indicates minimally passing work
- A “F” level indicates that you need to retake the class

PARTICIPATION: Participation in course activities and discussions will help us become better critical thinkers and more responsible managers. Participation and reflection activities will account for 10% of the final grade. These points will be earned by:

- Attending regular class meetings: You should plan to arrive on time and plan to stay for the duration of the class meetings.

- Class work participation: Throughout the semester, you’ll have several short responses to prompts that you’ll compose outside of class time and post to the OAKS discussion board (under the “Reflection Activities” discussion thread). You may also be asked to use class time to write up short responses—either as small groups or individually—to readings, media texts, or discussion
questions. These write-ups will be turned in and catalogued as part of your participation grade.

8.0 Topics Included:

INTRODUCTION TO LEAN PROCESS
LEAN AND SIX SIGMA
SIX SIGMA (CERTIFICATION PURPOSES)
ENTERPRISE-WIDE DEPLOYMENT
PROCESS MANAGEMENT
TEAM MANAGEMENT
DEFINE
MEASURE DATA
MEASURE STATISTICS
ANALYZE
IMPROVE
CONTROL
DESIGN FOR SIGMA

Material in the slides it is only a professor guide for the class, you need to go over the material in the book in order to be prepared for your test

9.0 Policies and Procedure

My Remarks are NOT intended as a substitute of the book reading.

Attendance Policies

It is important for you to attend every class, and to be on time for. Each meeting of SCIM 366 is important to ensure full understanding of the material. Attendance is taken every class, and absences and tardiness are recorded. If you are more than 10 minutes late (excuse or unexcused) you will have 0.33 absence. If you are not physically present (excuse or unexcused) an absence will be registered

9.1 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, there is no make-up.

9.2 Students ARE ALLOWED TO MISS only 2 classes (excuse or unexcused) Understand that a physical absent is the act to do not be present in the class.

9.3 For each additional absence (after 2) your final grade will be reduced by 5 points, -excuse or unexcused-.

9.4. After five absences (excuse or unexcused) 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!!!

9.5 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.

9.6 Use your two allowed absences wisely. If you know you have a commitment that require you to miss class, then plan accordingly so you do not exceed two absences during the semester. Please see your instructor (in his office) if you have an exceptional situation that requires you to exceed two total absences, such a severe or prolonged illness, medical or family emergency, sport commitment, everything MUST be presented to the instructor BEFORE your absence. After you miss the class, any justification will be allowed.

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

9.7 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.

9.8 Extra credit or any special offers to increase student’s grades outside what is stated in this syllabus are a reward for those that actively participate in class. If you miss 3 or more absences, you accept that you will not be eligible for any extra credit or offers beyond the grade distribution stated in this syllabus.

10.0 SNAP Students/Special Accommodations/Athletes

Students approved for SNAP Services are instructed to meet with each of their professors during the first two weeks of classes or as soon as they are approved for services to discuss accommodations and present a copy of their SNAP-issued Professor Notification Letter (PNL). 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.
- **Center for Student Learning:** I encourage you to utilize the Center for Student Learning’s (CSL) academic support services for assistance in study strategies and course content. They offer tutoring, Supplemental Instruction, study skills appointments, and workshops. Students of all abilities have become more successful using these programs throughout their academic career and the services are available to you at no additional cost. For more information regarding these services please visit the CSL website at [http://csl.cofc.edu](http://csl.cofc.edu) or call (843)953-5635.

11.0 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. Any paper submitted with more than 5% copied from other sources (Turnitin report) is considered plagiarism and will get a grade of 0.

12.0 Professional Behavior Guidelines:

12.1 **Tardiness:** Please arrive on time. If you are later than the start of the class for three times in the semester, it will count as one missed class. If you are late in a quiz day, you have until the other students finish the quiz, the time will not start when you come into the classroom.

12.2 **Side Conversations:** Side conversations make it difficult for your classmates to actively listen and learn.

12.3 **Sleeping:** Falling asleep in class is not considered professional behavior.

12.4 **Inattention:** Please don’t read other material (chat, browsing the web, books) or study for other courses during my class. It’s not polite. Please pay attention and join in the individual and group discussions. It will help you master the material.

12.5 **Cell Phone:** Please set your cell phone to silent mode while you are in the class. Cell rings can disturb your classmates as well as me. **If the professor catches you texting, I have the right to ask you to leave the class.** I recommend putting your cell phone in your backpack or turn it off as soon as the class start.

12.6 **Printing:** Do not print outside work during class. I will turn off the printer at the beginning of class to prevent any interruption to the class.

12.7 **Navigating or other computer tasks different than class matters:** It is not polite to be doing course work or assignments other than the ones required in class. Also, it is not polite to navigate internet or check email while in class. One point will be taken out from your final grade for every time you do this in class. If you finish your work before other classmates, you might ask for permission to do other work in the computer and until given, you should not do other work.

13.0 Miscellaneous Policies:

13.1 Although I will try to maintain the class schedule and objectives, I may need to adjust. You are responsible to check OAKS CALENDAR for the most recent calendar of activities and dates. Don’t ask the professor about quizzes or exams dates since she will not give you as accurate information as the OAKS Calendar.

13.2 **I do not give additional projects to increase one’s grade before or after the exam(s). The professor does not**
Complaints about Exams

13.3 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.

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

13.5 College of Charleston Honor Code (http://deanofstudents.cofc.edu/honor-system/studenthandbook/index.php)

13.6 No Office Hours the TEST Day

(The instructor reserves the right to modify the schedule according to the class pace)

will be posted on OAKS