

**SYLLABUS**  
**Wright State University**  
**Raj Soin College of Business**  
**MGT 474: QUALITY BUSINESS PRACTICES**  
**Winter, 2002**

**COURSE INFORMATION:**

Professor: Dr. Joseph A. Petrick,  
Professor of Management  
Office: 206 Rike Hall  
Phone: 775-2428 (voice mail for messages)  
E-Mail: [joseph.petrick@wright.edu](mailto:joseph.petrick@wright.edu)  
Website: <http://www.wright.edu/~joseph.petrick>  
Class Meetings: Tuesday & Thursday, 12:30 – 1:45 PM in Rike Hall 058

Office Hours: Tuesday 2:00 to 5:00PM  
Thursday 2:00 to 5:00PM  
(Other times by appointment)

Required Text: William M. Lindsay and Joseph A. Petrick (1997). *Total Quality and Organization Development* (Delray Beach, FL: St. Lucie Press). (Code LP)  
Timothy J. Kloppenborg and Joseph A. Petrick (2002). *Managing Project Quality* (Vienna VA: Management Concepts). (Code KP)

*(All textbook royalties from textbook purchases are contributed to the Raj Soin College Scholarship Fund and local charities).*

Professor: Your professor has co-authored four books: Total Quality in Managing Human Resources, Total Quality and Organization Development, Management Ethics: Integrity at Work, and Managing Project Quality. He was selected in 1993 by the Beta Gamma Sigma National Business Honorary Society as one of the five most promising university business educators in the U. S. He earned his Ph. D. from Pennsylvania State University as a Woodrow Wilson Fellow and his MBA from the University of Cincinnati, with graduate studies at the University of Bonn in Germany and the University of Tokyo in Japan. He has been a National Baldrige Quality Award Examiner, an Ohio Award for Excellence Examiner, and a Quality Dayton Examiner. He travels extensively domestically and globally providing quality management consulting, training and development services through his firm, Performance Leadership Associates, based in Cincinnati.

**COURSE DESCRIPTION AND OBJECTIVES:**

A. Course Description:

This course is designed to focus on "the four T's" of quality business practices - *Theories, Tools, Teams, and Transformations*. The conceptual relationships between total quality and organization development will be explored within the framework of four pillars of the theoretical model, The Home of Total Quality, and the Malcolm Baldrige Quality Award criteria. Demonstrating individual and team competencies will be required. The ultimate outcome is to increase your awareness of quality business

practices and empower you with the theoretical and practical resources necessary to align and improve personal and collective culture quality performance in the future.

B. Course Objectives:

Students who pass this course will professionalize their handling of "the four T's" (theories, tools, teams and transformations) required of quality business cultures and demonstrate a minimum of 60% proficiency in the following learning outcomes:

1. To **demonstrate understanding of the theoretical foundations and relationships between total quality and organization development** through: (a) increased awareness of the model of the House of Total Quality and its four conceptual pillars: customer satisfaction strategy, continuous improvement of measured processes, team leadership projects that demonstrate the empowerment readiness of collectively speaking with facts, and respect for people through individual performance development; (b) increased awareness of the Malcolm Baldrige Quality Award criteria for Organizational Excellence in the U.S.; and (c) completion of textbook end-of-chapter assignments.
2. To demonstrate **individual competency in applying quality concepts and tools to a personal project** that identifies, aligns and improves personal performance.
3. To demonstrate **team competency in managing a quality project**.

**COURSE REQUIREMENTS:**

A. Quizzes:

To fulfill the first course objective there will be two quizzes. The quizzes will consist of objective questions and short essays. Reviews will precede each quiz to help students focus on the appropriate material to study for the quiz; sample essay questions will be provided in advance of the quizzes. Each quiz will be worth 100 points for a total of 200 points. ***The first quiz is on 1/29 and the second quiz is on 2/26.*** There is no final examination.

B. Personal Quality Project (PQP):

To complete the second course objective, every student is to complete a Personal Quality Project (see handout). This project helps to assess personal quality leadership readiness and applies quality tools to diagnose and improve personal performance. (See sample project in text on pp. 290-294). This Project is worth 100 points and is ***due on 2/14.***

C. Team Quality Project (TQP) and Assignments:

To fulfill part of the first course objective and all of the third course objective, students are to complete: (1) three team assignments and (2) a written Team Quality Project (see handout). These projects help students develop team-building skills, identify an organizational process that needs to be analyzed, aligned and improved, and generate a written report. These team projects are worth 250 points; 175 points for the written report and 75 points for the assignments. ***The first draft of the Team Quality Project***

***report is due on 2/21 and the final version is due on the final week of classes 3/12.*** Student teams that do not hand in a written first draft of at least five pages on 2/21 can earn no more than a "B" for this requirement.

D. Class Professional Quality Participation

To facilitate all three course objectives, regular class attendance, assignment completion, site tour attendance and in-class participation are expected and necessary. The professor's attendance record is the official record. It is your responsibility to keep informed and to inform the professor of any necessary absences. Professional quality participation includes, but is not limited to, cooperative interactions, regular attendance (no more than 2 unexcused absences), oral and written preparedness, doing your fair share of team assignments in a timely, accurate manner, meeting deadlines and collegial communication. Designated teams need to come to class prepared in writing with answers/responses to assigned materials at the scheduled time.

Peer evaluation will be completed by each team member for all team members, at the end of the quarter. These evaluations will be used by the professor to adjust the individual grade of each member if warranted.

**COURSE POLICIES:**

A. Quiz Make-up Policy:

Make-up quizzes will be kept to an absolute minimum. It is most equitable to take the original quiz with the rest of your classmates on the scheduled date and time. Rare exceptions to this policy will be made only with student notification (775-2428) prior to class. Any make-ups will normally be administered by the professor in his office within 2 days of the original exam or other comparable arrangement will be made within the 2-day time frame.

B. Extra Credit Options (maximum possible 40 points)

A limited number of extra credit points are available through any of 6 options: (1) outside reading and a report on a book from a selected reading list of quality books; (2) documented attendance at a professional quality activity/seminar (ASQ, APICS, NAPM), usually listed in the *Sunday Dayton Daily News* and often sponsored by the Dayton chapter of the American Society for Quality; (3) five Internet quality resources fully explained and developed in hardcopy format from Dr. Lindsay's home page: <http://www.nku.edu/~lindsay/>; (4) the application of the SQC pack for Windows (by Productivity-Quality Systems) or other quality software products to complete another project dealing with personal quality leadership; (5) 2 page reaction report to guest lecturers and/or quality site tours; and/or (6) a Quality Business Practices Portfolio consisting of 5 articles from approved quality journals with 1 page reaction papers on each article.

C. Selected University Policies:

The last day to drop a class without a record of "W" is January 22. The last day to drop a class with a record of "W" is February 5.