

2. Recognize Quality concepts that will help students become better prepared to pass the ASQ administered SSBB exam.
3. Evaluate the Six Sigma process and how this improvement technique can be applied to various types of manufacturing and service organizations and their processes
4. Create Six Sigma projects which are aligned with the business plan of organizations
5. Develop and lead process improvement teams

Grading Policy

This class is a non-credit grade: PR/NP. Students are expected participate in weekly discussions and complete practice exams to understand the concepts for this course and receive a “Present” grade.

Attendance Policy

Students are expected to complete each of the practice tests and contribute to the class discussion each of the weeks during the class term.

Course Evaluations

Course evaluation and program surveys are important components of the education process. Students are encouraged to complete the student course evaluation form that will be distributed during the last class. The evaluation is anonymous.

Computer/Information Literacy Expectations for Students enrolled in this class

Students in this class are expected to: 1) use the university email system (Toromail), 2) use Blackboard, 3) use a word processing program for writing assignments (e.g., Microsoft Word), 4) be able to access assigned websites through the Internet, 5) use the Library databases to find peer-reviewed journal literature, 6) be able to create a Power Point presentation, and 7) be able to paraphrase concepts without plagiarizing.

For additional information about computing on campus, including tutorials, students should go to: <http://www.csudh.edu/infotech/labs> http://www.csudh.edu/infotech/student_index.shtml

Basic information and computer literacy are required in one of the computer formats (Windows, Macintosh, or GNU/Linux). Students must have a Toromail account and be able to use Blackboard. Students must also:

- Be able to choose appropriate library and other scholarly sources of information.
- Search for and find relevant scholarly information effectively.
- Use and share relevant information without plagiarizing.

Hardware requirements: Multimedia capable computer with Internet connection. Fast Internet connection such as broadband Internet (DSL, cable modem, etc.) is recommended; minimum recommendations:

Windows: Windows XP, Vista, or Windows 7; Microsoft .NET Framework 3.0; 3.0GHz Pentium 4 processor; 1GB RAM or more

Mac: Mac OS X 10.4.11, or 10.5.5 or later; QuickTime 7.5.5 or later; 2GHz Intel Core 2 Duo processor; 2GB RAM or more.

Software requirements:

Adobe Acrobat Reader (free, PC, MAC, Linux); Flash (free; PC, MAC, Linux) RealPlayer (free; PC, MAC, Linux), Web browsing software (e.g., Internet explorer, Google Chrome, Firefox/Mozilla); Word processing software (student's choice)

ACADEMIC INTEGRITY:

The core of a university's integrity is its scholastic honesty. Academic dishonesty includes all forms of cheating and plagiarism which result in students giving or receiving unauthorized assistance in an academic exercise or receiving credit for work which is not their own. Cheating, plagiarism, copyright infringement, or other forms of inappropriate behavior will be brought to the attention of the MSQA Chairperson. Following procedures consonant with due process pursuant to the State Administrative Code, a student may be expelled, suspended, placed on probation, or given a lesser sanction. Please refer to the CSUDH University Catalog section on Academic Integrity.

DISABLED STUDENTS ACCOMMODATIONS:

It is the policy of California State University Dominguez Hills to comply with Section 504 Regulations (Americans with Disabilities Act).

Class Calendar

- | | |
|--------|---|
| Week 1 | Introduction of Students and Instructor
Review of CSSBB Body of Knowledge
Explanation of Bloom's Taxonomy and its relation to CSSBB Exam
Discussion of ASQ Exam structure, registration information, and test taking tips. |
| Week 2 | Practice test and reading assignment: Enterprise-Wide Deployment |
| Week 3 | Discussion of test # 1 and concepts from reading assignment
Practice test # 2, and reading assignment: Organizational Process Management and Measure |
| Week 4 | Discussion of test # 2 and concepts from reading assignment
Practice test # 3 and reading assignment: Team Management Part I |
| Week 5 | Discussion of take home test # 3 and concepts from reading assignment
Practice test # 4 and reading assignment: Team Management Part I |

- Week 6 Discussion of take home test # 4 and concepts from reading assignment
Practice test # 5 and Define
- Week 7 Discussion of take home test # 5 and concepts from the reading assignment
Practice test # 6 and reading assignment: Measure
- Week 8 Discussion of take home test # 6 and concepts from reading assignment
Practice test # 7 and Improve
- Week 9 Discussion of Practice test # 7 and Control
- Week 10 Reading assignment Design for Six Sigma and Frameworks and Methodologies.
Final review of test taking tips and summary