Course Title:
Total Quality Management

Course Number:
HR 5110-225

Course Description:
This course is designed as an introduction to the concepts and methods of Total Quality Management (TQM), a systematic process that focuses on meeting and exceeding customer requirements in the most efficient way. The course covers the principles of TQM, the elements of quality leadership, and the various aspects of the continuous improvements process and teams.

Class Dates, Location and Hours:

- Dates: February 7-12, 2012
- Location: Ramstein, Germany. Classes held in Bldg. 2784, Room 301, Kapaun Air Station.
- Hours: Tue-Fri 6:00-9:30 p.m.; Sat-Sun 8:30 a.m.-4:30 p.m.
- Last day to enroll or drop without penalty: January 9, 2012

Site Director:
Kendra Burnside. Assistant: Janee LeFrere. Phone: DSN 480-6807, Civilian 06371-476807; Fax: 06371-479839; E-mail: apramstein@ou.edu

Professor Contact Information:

- Course Professor: John C. Duncan, Jr., J.D., MBPA
- Mailing Address: Florida A & M University Law School 201 Beggs Avenue Orlando, FL 32801
- Telephone Number: (407) 254-3242
- E-mail Address: john.duncan@famu.edu
- Professor availability: The professor will be available via e-mail to students before and after the class sessions. On-site office hours are half an hour before and after each class session, by appointment.

Textbook(s) and Instructional Materials:

Student materials are available at the Follett/AP Bookstore located in the Oklahoma Memorial Union, 900 Asp Ave., Norman, OK. Orders can be placed online at www.oklahomaunion.bkstr.com or by telephone at 866-369-9713 (toll free in the U.S.) or 405-325-5960 (outside the U.S.). E-mail orders may be sent to oklahomaunion@bkstr.com. Representatives are available from 8 a.m. to 6 p.m. CST Monday through Thursday and 8 a.m. to 5 p.m. CST on Friday. Summer hours: 8 a.m. to 4 p.m. CST. Faxed orders may be placed 24 hours a day to 866-223-5607 (toll free in the U.S.) or 405-325-1557 (outside the U.S.).


Note: The Follett/AP Bookstore is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through the Follett/AP Bookstore.

**Course Objectives:**

1. become familiar with the language, goals, and principles of TQM;
2. analyze the similarities and differences as well as benefits/pitfalls of TQM;
3. practice using TQM problem-solving techniques;
4. practice and discuss teamwork and team facilitation; and
5. analyze leadership approaches vital to TQM success.

**Course Outline:**

Projected Course Schedule (subject to change at Instructors Discretion)

- Session 1  Introduction; Administrative; Field Assignments; Discussion of Paper Assignments
- Session 2  Chapters 1, 2, 3
- Session 3  Chapters 4, 5, 6
- Session 4  Chapters 7, 8, 9
- Session 5  Chapters 10, 11; Exam Distributed
- Session 6  Review of Field Assignment
  - Debate and/or dramatization of a TQM concern or situation
  - Turn in Exam

**Assignments, Grading and Due Dates:**

We will have an enjoyable 6 days together. We will enjoy the class time because of my teaching method; we will also be accomplishing quite a bit in this time frame. A game approach as well as interaction will assist us to appreciate the subject. As we get closer to the class start date I will forward more class instructions and methods to the site coordinator. The site coordinator will need to meet with the class prior to my arrival. I look forward to working with you. As I am restricted to the amount I may bring with me, I request (not a requirement) that you seek out guest speakers and videos available which relate to Total Quality Management. We might use them in class. Also, I will allow extra credit for appropriate speakers and videos.

Thus, we will all enjoy especially good guest speakers and enlightening as well as entertaining (appropriate) videos (films) etc.

**TQM FIELD ASSIGNMENT**

To be discussed and turned in.

I. You are to identify and conduct a personal, face-to-face visit to an organization which has implemented quality service improvements, total quality management, reengineering, redesign, or streamlining for customer service improvements.

II. You are to prepare a types paper (2 pages or less with a copy for each member of the course and the instructor) in response to the questions below, and a brief (less than 10 minute) verbal summary of the interview and observations in the organization.

III. The following questions you might ask about the organization. However, in an interview situation, other questions will naturally arise; these should also be included in your report.
   a. What are you doing in regards to quality improvement (or other improvement efforts)?
   b. How was this accomplished (Outline of the steps taken)?
   c. What is management’s role? What actions are being taken?
   d. What is the employee’s role? What behaviors/actions are different? Performance better? Worse?
   e. Why did the organization decide to implement this effort? Who were the major “champions?”
f. What has been the general response from employees?
g. How do you measure the success of this effort?
h. What are the major factors that have contributed to the success or failure of the effort?
i. Has this effort contributed to the “bottom line?” (For a public organization, this may mean more success in services provided; for a private company this will mean the financial statement and perhaps other measurements.)
j. What is the organization planning to do next in order to stay competitive (effective) in the future?

The final exam will be a take-home exam.

Grading: This is a letter-graded course: A, B, C, D, or F.

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<tr>
<th>Assignments</th>
<th>Percent of Grade</th>
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<tbody>
<tr>
<td>Presentations</td>
<td>30%</td>
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<td>Paper(s)</td>
<td>30%</td>
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<td>Practica</td>
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<td>Participation &amp; Attendance</td>
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<tr>
<td>Exams &amp; Quizzes (take home final)</td>
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NOTICE: Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.
POLICIES AND NOTICES

Attendance/Grade Policy

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution’s policy regarding “I” (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy.

Students who receive Financial Aid must resolve/complete any “I” (Incomplete) grades by the end of the term or he/she may be placed on “financial aid probation.” If the “I” grade is not resolved/completed by the end of the following term, the student’s Financial Aid may be suspended make the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

Academic Honesty

Honesty is a fundamental precept in all academic activities and … [you] have a special obligation to observe the highest standards of honesty. Academic misconduct in any form is inimical to the purposes and functions of the University and is therefore unacceptable and is rigorously proscribed. Academic misconduct includes:

- cheating (using unauthorized materials, information, or study aids in any academic exercise), plagiarism, falsification of records, unauthorized possession of examinations, intimidation, and any and all other actions that may improperly affect the evaluation of a student’s academic performance or achievement; assisting others in any such act; or attempting to engage in such acts.

All acts of academic misconduct will be reported and adjudicated as prescribed by the student code of the University of Oklahoma. All students should review the “Student’s Guide to Academic Integrity” found at http://www.ou.edu/provost/integrity

Accommodation Statement

The College of Continuing Education [Advanced Programs] is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your OU Site Director.

Course Policies

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course.

Copyright

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright. For more information about Advanced Programs, visit our website at: http://www.goou.ou.edu/
INSTRUCTOR VITA
John C. Duncan, Jr., Ph.D.

Education
• 1986 MBPA, Southeastern, Washington, D
• 1976 J.D., Yale, New Haven, CT
• 1971 Ph.D., Stanford, Palo Alto, CA
• 1966 M.A., Michigan, Ann Arbor, MI
• 1965 M.S., Michigan, Ann Arbor, MI
• 1964 B.A., DePauw, Greencastle, IN

Current Positions
• Advanced Programs Professor since 2002
• Florida A&M University Law School Professor 2008

Frequently Taught Advanced Programs Courses
• PSC 5213 Administrative Law
• HR 5100 Labor Relations & Negotiations

Major Areas of Teaching and Research Interest
• Law
• Business and Public Administration
• Linguistics
• English