

## EMP 517 – Quality Value Management

Fall 2019

**Room:** Harriman Hall Rm 111

Thursdays : 8:00 – 10:00PM

**Instructor:** Ed Palacio Email: [Eduardo.Palacio@Stonybrook.edu](mailto:Eduardo.Palacio@Stonybrook.edu)

**Office Hours:** I have an office in the East Campus, inside the LIHTI building; individual meetings can be arranged upon request.

### **Course Objectives:**

Modern management's approach to quality has changed radically in the last 20 years; this course explains why and how. It covers methods used by both manufacturing and service organizations to achieve high quality. We will discuss how each organizational function is involved in quality, how improving quality can reduce cost as well as how it can be used as a strategy to gain market share. Lastly, we will discuss the importance of communication, the importance of involving all employees, the need to measure quality, and the introduction to statistical quality control and how it is used. In short, this course will show how quality principles can be applied to achieve Organizational Excellence.

**Text:** Quality & Performance Excellence: 8<sup>th</sup> edition, 2015, Evans, James R.

ISBN-10: 1133955932, ISBN-13: 9781133955931

### **General Notes:**

The course will be conducted using lecture and open discussions during scheduled classes. Blackboard will be used for announcements and for distribution of course-lecture notes. HW will be assigned, graded, and due on the assigned date.

Two exams will be given under academic conditions and will be administered in class. A group project will also be assigned where teams will have the opportunity to work together on a specific problem assigned to each team. Whereas the team project is meant to be collaborative, the homework assignments are meant to be completed individually. It is also expected that students will maintain standards of personal integrity that are in concert with the educational goals of the Institution.

### **Course Grading**

**HW:** 15%. **Exams:** 50 % (25% each) **Team Project:** 35% - (Presentations -15% Individual Paper - 20%)

## Class Syllabus:

<u>Week</u>	<u>Date</u>	<u>Chapters</u>
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<u>Week</u>	<u>Date</u>	<u>Chapters</u>	
<b><u>Part 1: Foundation of Quality and Performance Excellence:</u></b>			
1	9/26	1	Introduction to Quality and Performance Excellence
2	10/3	2	Frameworks of Quality and Performance Excellence
3	10/10	3 & 4	Tools and Techniques for Quality Design and Control & Tools and Techniques for Quality Improvement
<b><u>Part 2: Performance Excellence, Strategy and Organizational Theory</u></b>			
4	10/17	5 & 6	Competitive Advantage and Strategic Management for Performance & Quality in Customer/Supplier Relationships
5	10/24	7	Designing Organizations for Performance Excellence & Exam 1 Review/ <b>Phase I Class Project Presentations (PP charts/ 15 minutes each)</b>
6	10/31		<b>Exam #1 (Chapters 1-6)</b>
<b><u>Part 3: Performance Excellence and Organizational Behavior</u></b>			
7	11/7	8 & 9	Quality Teamwork & Engagement, Empowerment, and Motivation
8	11/14		<b>Phase II Class Project Presentations (PP charts/ 15 minutes each)</b>
<b><u>Part 4: Leadership and Organizational Change</u></b>			
9	11/21	10 & 11	Leadership for Performance Excellence & Performance Excellence and Organizational Change
10	11/28		<b>Exam #2 (Chapters 7 – 11)</b>
11	12/5		<b>Class Project Presentations – Full presentation 25 mins each</b>
12	12/12		<b>Individual Papers Due</b>

### "Stony Brook University Syllabus Statements

If you have a physical, psychological, medical or learning disability that may impact your course work, please contact Disability Support Services, 128 ECC Building [\(631\) 632-6748](tel:631-632-6748). They will determine with you what accommodations are necessary and appropriate. All information and documentation is confidential.

Students who require assistance during emergency evacuation are encouraged to discuss their needs with their professors and Disability Support Services. For procedures and information go to the following website: <http://www.ehs.sunysb.edu> and search Fire Safety and Evacuation and Disabilities."

**Each student must pursue his or her academic goals honestly and be personally accountable for all submitted work. Representing another person's work as your own is always wrong. Faculty is required to report any suspected instances of academic dishonesty to the Academic Judiciary. Faculty in the Health Sciences Center (School of Health Technology & Management, Nursing, Social Welfare, Dental Medicine) and School of Medicine are required to follow their school-specific procedures. For more comprehensive information on academic integrity, including categories of academic dishonesty please refer to the academic judiciary website at [http://www.stonybrook.edu/commcms/academic\\_integrity/index.html](http://www.stonybrook.edu/commcms/academic_integrity/index.html)**

**Stony Brook University expects students to respect the rights, privileges, and property of other people. Faculty are required to report to the Office of University Community Standards any disruptive behavior that interrupts their ability to teach, compromises the safety of the learning environment, or inhibits students' ability to learn. Faculty in the HSC Schools and the School of Medicine are required to follow their school-specific procedures. Further information about most academic matters can be found in the Undergraduate Bulletin, the Undergraduate Class Schedule, and the Faculty-Employee Handbook.**