

**Nashville State Community College
Science Technology Engineering Math Division
Industrial Process Control Technology**

2018 Master Course Syllabus

IPCT 1320 – Quality

Course Information:

Course Title: IPCT 1320 – Quality
Credits: 3 Credits
Class Hours: 2 Class Hours, 2 Lab Hours
Course Description:

Understanding customer expectations in a manufacturing system and continuous improvement methodology. Demonstrates procedures and policies to ensure operating consistency, reduce variability in the process, reduce waste, and prevent safety incidents. Students use Quality Tools and team problem solving techniques.

Instructor Information:

Name:
Email:
Office Phone:
Office Location:
Office Hours:

Required Textbook(s) & Other Materials:

Textbook(s): Quality Concepts for the Process Industry, by Michael Speegle
ISBN: 978-1-4354-8244-9
Reference Materials: Will be provided
Supplies: TI-84 or later calculator

Once enrolled, all students should verify that they have the correct textbook and materials information by consulting the D2L/NS Online shell for the course. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or accesscenter@nsc.edu.

Course Outcomes:

Upon successful completion of this course, students should be able to:

- Apply concepts of TQM and justify its impact on process economics.
- Identify effective system communication techniques and procedures to ensure operating consistency, reduce variability in the process, reduce waste and prevent safety incidents.
- Function as an effective team member.
- Solve problems and make decisions to identify areas for improvement and implement continuous improvement methodologies to correct deficiencies or improve processes.
- Collect valid and reliable data for analysis and interpret results.

Course Competencies:

The following are detailed course competencies intended to support the course outcomes:

Demonstrated competencies in Math (MATH-1630 or higher) and English (English Comp 1 or higher).

Topics to Be Covered:

- Importance of Quality
- Total Quality Management (TQM)
- Teamwork and Teams
- Communication
- Economics of Quality
- Quality Tools
- Control Charts

Course Assessments:

The following performance assessments will be used to demonstrate students' understanding, knowledge, and skills:

- Students will complete quizzes and exams to demonstrate their individual competency in the application of concepts used in the assigned exercises. Specific criteria for evaluation of these tests are included in the grading policy shown below.
- Students will perform as team members in the completion of case project exercises that require individual contributions to the team's solution. Criteria for performance will be based on established criteria that include all necessary components used in the solution of the exercise, as detailed in the grading policy below.

- Students' ability to ask and respond to questions will be measured through a series of assigned hands-on and productivity tasks completed both individually and in teams within required specifications. Criteria for evaluation of performance will include accurate and efficient application of technical skills and knowledge as well as appropriate behaviors and attitudes. For example, students will be observed to determine the degree to which they ask relevant questions, remain open to ideas, think critically, adapt what they know to new information, approach work with inventiveness and enthusiasm, use precise language when communicating, set and meet deadlines, and so on. Students will participate in scenarios; an observation tool (checklist or matrix) will be used to document findings. Team productivity grades will result from these observations.

Late Work Policy & Make-up Procedures for Missed Assignments and Work:

Late work and ability to re-test is covered in the Attendance Policy section. Missed Assignments are covered in Course Assessments section.

Attendance Policy

- 1) Students with an unexcused absence on the day of any work due (Homework, Exam, Group Project) will receive a zero (0) on said work.
- 2) Students who know they will be absent in advance will be given opportunity to complete work or exams early without penalty.

Excused Absences include:

- Sickness with a doctor's note
- Death of immediate family member

Grading Policy:

Class lecture notes, handouts, practice exercises and your textbook are excellent resources to prep for quizzes. There will be 5 tests this semester.

- Written assignments will periodically be assigned for you do outside of class. Along with the required reading, the homework will guide you and require summarizing key points, conducting research or answering questions.
- The best experience for some will be knowledge gained from hands-on exercises. Be prepared by reading assigned topics in your textbook or on the Internet before class. Cooperate with team on group work, ask relevant questions, share experiences, delve deep into research and learning projects and respond when called upon. Though you may need assistance, making an effort as well as utilizing resources is essential.

Grading Scale:

Letter Grade	Percentage Range
A	90.0 – 100.0
B	80.0 – 89.9
C	70.0 – 79.9
D	60.0 - 69.9
F	Below 59.9

- **FA** According to NSCC policy, an FA is awarded to students who do not officially withdraw from a course and do not attend after the cut-off date provided in the academic calendar. Students with an F average **whose last date of attendance** is on or before 11/2/2018 will receive an FA; students with an F average, **whose last day of attendance** is after 11/2/2018 will receive an F.
- **FN** An FN grade is awarded to students who never attended class.
- **W** The last day to withdraw from the course with a W is **Wednesday, October 31st**.

Technology Statement

Nashville State's classes are considered to be web-enhanced. Faculty have an expectation that students will use a computer and the Internet to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells. Computers are available for student use at each campus during campus open hours.

D2L/NS Online and myNSCC

It is students' responsibility to check D2L/NS Online course shells for all enrolled courses and myNSCC, including student email, on a regular basis. These are the official communication channels between the college and students, who are responsible for the information communicated through those channels. D2L/NS Online contains specific course information and myNSCC contains information important for other purposes.

ADA Compliance Statement

Nashville State complies with the Americans with Disabilities Act (ADA). If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3741 or 615.353.3721, or e-mail accesscenter@nsc.edu. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center.

Classroom Misconduct

Nashville State Community College has a zero-tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary measures. Please review the [Nashville State Student Code of Conduct policy](#). Please be aware that children are not allowed in class or to be left unattended on campus.

Academic Misconduct

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. Students are responsible for understanding and abiding by the [Academic Misconduct Policy](#) in the Nashville State Student Code of Conduct. In addition to other possible disciplinary measures that may be applied through regular college procedures as a result of academic dishonesty, the instructor has the authority to assign an “F” or a “zero” for the exercise, paper, or examination, or to assign an “F” for the course. Students may appeal through the appropriate college grade appeal procedures.

(Each instructor will outline his/her expectations for academic integrity and provide individualized information about consequences for academic misconduct.)

Academic Early Alert System

Nashville State Community College uses an Early Alert System to let students know of a faculty member’s concern in one or more of these academic areas: lack of attendance, lack of classroom participation, late or missing assignments, and/or poor performance on assignments/tests. *Please note that Early Alerts do not affect a student’s academic standing. If you receive an Early Alert email, please see your instructor and your academic advisor as soon as possible.

RAVE Emergency Alert System

Emergency events can happen at any time and Nashville State Community College wants to be able to notify students if and when they occur. For this reason, all students have been enrolled in the free RAVE alert system. If you have not already done so, please log in at <https://www.getrave.com/login/nscc> to confirm and update your contact information and notification preferences. It is critical that your information be correct so that you will receive any emergency notifications. Your RAVE Username is your NSCC email address. If you've never received an email from RAVE with your password, or if you need to reset your password, select “Forgot your password?” and a new password will be emailed to you. Should the RAVE system indicate “user not found”, select Register and create your own RAVE account.

Inclement Weather & Campus Closings

Nashville State will use the RAVE alert system to send a text message to students, staff, and faculty about adjusted hours of operation and/or closings at individual campuses. All students should check the Nashville State web site home page at www.nsc.edu for announcements on campus closures, which may vary from campus to campus. Campus closures will also be announced on local television stations. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

Even when campuses are closed, students are still responsible for completing all assigned work. When classes are cancelled, faculty will post online assignments and any additional instructions in the D2L/NS Online course shell. Check D2L/NS Online for a message from your instructor regarding your online assignment requirements. Faculty have discretion over adjusting deadlines or due date for assignments, but students are responsible for completing all assigned work by the due date established by the instructor.

Class Cancellation Policy

If the class is cancelled, the instructor will notify all students by posting in the D2L/NS Online course, e-mailing through D2L/NS Online, and/or by posting a sign on the classroom door. In the event of class cancellation, students must access D2L/NS Online to complete classwork and the assignment that will be posted in the course D2L site.