

Fall 2009
INSE 6210: Total Quality Methodologies in Engineering
(4 credits)

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Course Timings:

<i>Days</i>	<i>Timings</i>	<i>Room</i>	<i>Location</i>
Wednesday	17:45-20:15 pm	FG-B050	SGW

Office Hours: Thursdays, 11:00 am - 1:00 pm

Prerequisite: None

Textbook: An Introduction to Six Sigma and Process Improvement by James R Evans, William M Lindsay, South Western Cengage Learning, 2005

Course Description: The objective of this course is to provide a conceptual and practical knowledge on methodologies for quality engineering. The course contents include principles of six sigma, project organisation, selection and definition, process measurement, process analysis, process improvement, design for six sigma, and implementing six sigma. Tools and techniques for planning six sigma projects will be covered. The class lectures will be supported by in-class exercises and case studies. The lectures are organized as follows:

<i>Week</i>	<i>Topics</i>	<i>Textbook Chapter</i>
1	Principles of six sigma, DMAIC	Chapter 1, Chapter 2
2	Project Organisation, Selection, and Definition	Chapter 3
3	Process Measurement	Chapter 4
4	Process Analysis – I	Chapter 5
Oct. 7, 6:00 pm, Homework 1 submission deadline, Last date for selection of project topics		
5	Process Analysis –II	Chapter 5
6	Process Improvement	Chapter 6
Oct. 14, 6:00 pm, Midterm Exam (Chapter 1- 5)		
7	Process Control	Chapter 7
8	Design for six sigma – I	Chapter 8
9	Design for six sigma – II	Chapter 8, Chapter 9
Nov. 4, 6:00 pm, Homework 2 submission deadline		
10	Design for six sigma – III	Chapter 9
11	Implementing six sigma	Chapter 10
Nov. 25, 5:45 pm - 8:15 pm, Project Presentations with Report Submission		
Final Exam (Chapter 1-10), TBA		

Course website: INSE 6210 on Moodle, Access through myconcordia portal

Grade Composition

Homework (2)	10%
Project	15%
Midterm Exam	25%
Final Exam	50%

Note:

1. There is no direct mapping between numerical percentage grades and final letter grades for the course.
2. The projects are to be done individually. Project reports should be submitted at the time of presentations.
3. There are two homework assignments. Assignments are to be done individually and submitted both in paper form and online via the electronic assignment submission system (<https://fis.encs.concordia.ca/eas/>) before the due dates. Late submissions will be penalized.
4. **Student should prepare to be present on the dates of project presentations, midterm and final exam.** Alternate date requests will not be entertained other than in health related emergency cases.

Student expectations

Students are expected to attend every class. Some material may only be covered in class and not made available on the course website. You are expected to read the assigned material and actively participate in class discussions. You are expected to be respectful of other people's opinions and to express your views in a calm and reasonable way. Disruptive behaviour will not be tolerated. The Code of Rights and Responsibilities is available at: <http://rights.concordia.ca>

If you cannot attend class for any reason, unforeseen or not, you are required to come and talk or write to me as soon as possible.

Academic code of conduct

Any form of cheating, plagiarism, personation, falsification of a document as well as any other form of dishonest behaviour related to the obtention of academic gain or the avoidance of evaluative exercises committed by a student is an academic offence under the Academic Code of Conduct and **may lead to severe penalties up to and including suspension and expulsion.** For example, you are not permitted to:

- Copy from anywhere without indicating where it came from
- Let another student copy your work and then submit it as his/her own
- Hand in the same assignment in more than one class
- Have unauthorized material or devices in an exam. Note that you do not have to be caught using them – just having them is an offence
- Copy from someone's else exam
- Communicate with another student during an exam
- Add or remove pages from an examination booklet or take the booklet out of an exam room

- Acquire exam or assignment answers or questions
- Write an exam for someone else or have someone write an exam for you
- Submit false documents such as medical notes or student records
- Falsify data or research results

You are subject to the Academic Code of Conduct. Take the time to learn more at <http://provost.concordia.ca/academicintegrity/>

Student Services

To know about the student services offered at Concordia University, visit the following links:

- **Concordia Counselling and Development** offers career services, psychological services, student learning services, etc.
<http://cdev.concordia.ca>
- **The Concordia Library Citation and Cycle Guides:**
<http://library.concordia.ca/help/howto/citations.html>
- **Advocacy and Support Services:**
<http://supportservices.concordia.ca>
- **Student Transition Centre:**
<http://stc.concordia.ca>
- **New Student Program:**
<http://newstudent.concordia.ca>
- **Office for Students with Disabilities:**
<http://supportservices.concordia.ca/disabilities/>
- **The Academic Integrity Website:**
<http://provost.concordia.ca/academicintegrity/>

Disclaimer

In the event of extraordinary circumstances beyond the University's control, the content and/or evaluation scheme in this course is subject to change.