



Summer 2020

Dr. John Wetter

PRST354—Project Management: Quality

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**Dr. John Wetter**

Email: [jwetter@marybaldwin.edu](mailto:jwetter@marybaldwin.edu)

Phone: 813-541-3504

Office Location: Virtual

Office Hours: Mondays, 7:00p – 8:00p and by  
Arrangement

**Course Description:**

Provides an overview of traditional theory and practice and the growing literature on project quality in contemporary project management. It also provides the student with opportunities to study and examine real-life applications through readings and preparing a Quality Management Plan. Highlights the principles and practices of sustainable business management from both a strategic perspective and an application-oriented perspective.

The course is structured to facilitate the active participation of students in creating a dialogue on the opportunities and issues surrounding the topic of Project Management. It is intended to be both an exploration and a development of the topic with a focus on integrative discussion and practical application.

**Course objectives:**

The student will develop skills enabling:

1. Quantifying Process Variation
2. Quality Audits
3. Define Stage
4. Measure Stage
5. Analyze Stage
6. Improve/Design Stage
7. Control/Verify Stage

**Essential Learning Outcomes:**

There is an equal need for discipline content and essential skill development for success in the workplace and graduate programs. These are built in across the major to include:

- Inquiry and analysis (L)
- Critical and creative thinking (C)
- Written communication (W)
- Oral communication (O)
- Quantitative literacy (Q)
- Information literacy (I)
- Teamwork (T)
- Problem solving (P)

- Ethical reasoning and action (E)
- Foundations and skills for lifelong learning (F)

**Instructional Materials:**

**Text:**

The selected books and assignments were developed using the above outcomes in mind. The textbook for the course is

**The Handbook for Quality Management; A Complete Guide to Operational Excellence** Second Edition by Thomas Pyzdek and Paul Keller, McGraw-Hill 2013. ISBN 9780071799249 VBID 9780071799256  
Available as eTextbook at: [www.vitalsource.com](http://www.vitalsource.com) (rent or own). Hardcopy may be available via web search.

**A Guide to the Project Management Body of Knowledge, PMBOK Guide** Sixth Edition Project Management Institute 2017. ISBN 9781628251845  
Available through PMI with student membership at: [www.PMI.org](http://www.PMI.org)

In addition to the assigned text, course materials are available through the Grafton online library, through the Canvas classroom and through the Internet. Wikipedia and business dictionaries are not acceptable research sources for this course. As a reminder, scholarly, peer-reviewed research can be found through the journal articles in the library databases. In general, government or university sourced materials are not considered peer-reviewed research.

<b>Grading Components:</b>	<b>Points</b>
Homework Assignments (I) (Exercise)	150
Online Discussion Assignments (C)	200
Management Style White Paper (W)	150
Power Point Styles Summary (P)	0
Mid-term Exam (C)	0
Video Styles Summary (O)	0
Case Study (P) (Microsoft Project WBS/Schedule	200
Final Exam (C)	300
<b>Total Points</b>	<b>1000</b>

**Final Grades:**

A:	93.00	-	100.00	C+:	77.00	-	79.99
A-:	90.00	-	92.99	C:	73.00	-	76.99
B+:	87.00	-	89.99	C-:	70.00	-	72.99
B:	83.00	-	86.99	D+:	67.00	-	69.99
B-:	80.00	-	82.99	D:	60.00	-	66.99
				F:	0.00	-	59.99

**Course Schedule:**

<b>Module/ Dates</b>	<b>Reading Assignments</b>	<b>Assignments Due</b>
Week 1	Class Starts – Introduction & Syllabus Review Read Chapter 9 – Quantifying Process Variation	
		Initial Response to Discussion Questions
		DQ Follow up Responses
Week 2	Read Chapter 10 – Quality Audits	
		Initial Response to Discussion Questions
		DQ Follow up Responses
Week 3	Read Chapter 13 – Define Stage	
		Initial Response to Discussion Questions
		DQ Follow up Responses TQM/ISO/SS
Week 4	Read Chapter 14 – Measure Stage	
		Initial Response to Discussion Questions
		DQ Follow up Responses Submit Draft Quality Management Plan
Week 5	Read Chapter 15 – Analyze Stage	
		Initial Response to Discussion Questions
		DQ Follow up Response SIPOC
Week 6	Read Chapter 16 – Improve/Design Stage	

		Initial Response to Discussion Questions
		DQ Follow up Responses
Week 7	Read Chapter 17 – Control/Verify Stage	
		Initial Response to Discussion Questions
		DQ Follow up Responses
Week 8	Review Class Materials	
		Submit Quality Management Plan Final Exam

### **Assignment Overview:**

A brief description of each assignment follows with more detail outlined in Canvas:

Homework assignments – Complete the quiz questions assigned; detail in Canvas

Online discussions – These include a variety of theoretical and practical discussions of the class material involving an initial analysis and critical follow up with class members.

Management Styles White Paper – Identify and discuss the critical factors related to the assigned topic and create a white paper for your Chief Operating Officer.

Individual assignment: design and define a series of critical processes required to complete a Quality Plan. Prepare and document a report that outlines the analysis for the stakeholders.

### **Course Policies**

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#### **Plagiarism:**

The work that you present in this (or any other) class must be your own. Presenting the ideas – the words, expressions or concepts - of others without citing the source of those ideas is plagiarism. A student who fails to credit the source of an idea is violating the intellectual property rights of the original author. This applies to all work submitted - including but not limited to papers, case studies and discussion board postings. The minimum penalty for plagiarism is a grade of zero for the assignment; the maximum penalty is expulsion from Mary Baldwin University.

#### **Responding to Disruptive Student Behavior:**

Mary Baldwin University is dedicated to the free pursuit of knowledge, and courses are designed and governed by the faculty in various ways to promote learning. The classroom ethos that instructors seek is both open to dissenting opinions and respectful of all members of the campus community. To that end, every instructor has the right and responsibility to maintain classroom order, and students, in adherence to the Mary Baldwin University Code of Conduct, are required to follow course policies and instructions regarding class behavior. Instructors may elect to hold students who engage in disruptive behavior accountable, in accordance with the published university policies and procedures.

<http://www.marybaldwin.edu/fac-staff/administrative-forms-documents/>

### **Students with Disabilities**

Mary Baldwin University is sensitive to the needs of students with disabilities who are academically qualified and is committed to providing appropriate support. The college does not waive requirements for degrees or alter admissions requirements for any student, but we make every effort to accommodate students with identified and documented disabilities. Accommodations are available to students with disabilities that are available at <http://www.marybaldwin.edu/learning-skills/swd/> and [http://www.marybaldwin.edu/docs/acad\\_docs/lsc\\_disabilityfactsheet.pdf](http://www.marybaldwin.edu/docs/acad_docs/lsc_disabilityfactsheet.pdf)

### **Paper Format:**

For courses in the business program, the citation format follows that of the American Psychological Association (APA) 6<sup>th</sup> edition; the section on general academic writing should be followed. A description of the format may be found at the Owl at Purdue at: <https://owl.english.purdue.edu/owl/resource/560/01/> A sample research paper in APA format is also available on the Owl at Purdue website at: [https://owl.english.purdue.edu/media/pdf/20090212013008\\_560.pdf](https://owl.english.purdue.edu/media/pdf/20090212013008_560.pdf)

### **Attendance:**

Participation is an essential part of learning in this program. Participation (both the initial and subsequent interaction) within the discussion groups is required in the week in which the discussions are posted and active. If you will not be able to attend a weekly discussion because of a planned activity, e.g., business travel, contact your professor at least one week in advance of your absence. If you were not able to attend a weekly discussion due to unforeseen circumstances, advise your professor at your earliest opportunity. Multiple absences from any one or more than one class may jeopardize your standing in the program.

### **Late Assignments:**

Classes require regular and timely participation. Late assignments will be penalized by 5% for every 24 hours past the due date. **Assignments more than seven days late will not be accepted.** Due dates/times are set at Eastern Time. Any variance from this policy must be acknowledged by the Professor by email to the student. There are no alternate dates available for missed Discussion Group assignments.

### **Honor Code:**

Mary Baldwin students pledge to uphold the Honor Code. They pledge to refrain from cheating on assignments, papers and tests, to refrain from plagiarism, and always to be honest in their dealings with faculty, staff and other students. To maintain the integrity of the system, students, faculty and staff who witness Honor Code infractions are expected to report them.

Should I become aware of an Honor Code offense in this classroom, I will encourage the student(s) to self-report by e-mailing the Honor Council chairwoman or by filing an incident report at <https://cm.maxient.com/reportingform.php?MaryBaldwin>. If the student(s) does not self-report within 24 hours, I will submit the report myself.

***If the Honor Code offense is related to a course assignment, the assignment will not receive an official grade until the Honor Council investigation (and, if necessary, hearing) is complete. I will not assess a grade penalty for an Honor Code infraction unless a student is found responsible by (or admits responsibility to) the Honor Council.***