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**AAM491 Quality Systems**

Syllabus for Jian Qiao University

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**Office Hours:**

Before or after class, or by appointment

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**Course Schedule**

**\*Course Schedule is subject to change**

|  |  |  |  |  | **Estimated Assignment Times** |
| --- | --- | --- | --- | --- | --- |
| **Summer Term Week** | **Fall or Spring Term Week** | **Session** | **Topics** | **Text Chapters** | **Read** | **Homework:****Answer Questions Assigned (all chapters)** | **Study:****Review Notes for Exams (all chapters)** |
| **1** | **1** | **1** | Differing Perspectives on Quality | 1 | 1 | 1 | 1 |
| **2** | 1 | 1 | 1 |
| **2** | **3** | Quality Theory | 2 | 1 | 1 | 1 |
| **4** | 1 | 1 | 1 |
| **3** | **5** | Global Supply Chain Quality and International Quality Standards | 3 | 1 | 1 | 1 |
| **2** | **6** | 1 | 1 | 1 |
| **4** | **7** | Strategic Quality Planning | 4 | 1 | 1 | 1 |
| **8** | 1 | 1 | 1 |
|  **2** | **5** | **9** | Voice of the Customer | 5 | 1 | 1 | 1 |
| **10** | 1 | 1 | 1 |
| **3** | **6** | **11** | Voice of the Market | 6 | 1 | 1 | 1 |
| **12** | 1 | 1 | 1 |
| **7** | **13** | Quality and Innovation in Product and Process Design | 7 | 1 | 1 | 1 |
| **14** | 1 | 1Complete Preparation of Article Review | 1 |
| **8** | **15** | Designing Quality Services | 8 | 1 | 1 | 1 |
|  | **16** | 1 | 1 | 1 |
| **4** | **9** | **17** | Managing Supplier Quality | 9 | 1 | 1 | 1 |
| **18** | 1 | 1 | 1 |
| **10** | **19** | Tools of Quality | 10 | 1 | 1 | 1 |
| **20** | 1 | 1 | 1 |
| **5** | **11** | **21** | Statistically Based Quality Improvement for Variables | 11 | 1 | 1 | 1 |
| **22** | 1 | 1 | 1 |
| **12** | **23** | Statistically Based Quality Improvement for Attributes | 12 | 1 | 1 | 1 |
| **24** | 1 | 1 | 1 |
| **13** | **25** | Six Sigma Management and Lean Tools | 13 | 1 | 1Complete Team Projects | 1 |
| **6** | **26** | 1 | 1 | 1 |
| **14** | **27** | Managing Quality Improvement Teams and Projects | 14 | 1 | 1 | 1 |
| **28** | 1 | 1 | 1 |
| **15** | **29** | Implementing and Validating the Quality System | 15 | 1 | 1 | 1 |
| **30** | 1 | 1 | 1 |