

**NORTHWOOD UNIVERSITY**  
**WUXI CAMPUS at Jiangnan University**



**Term: Fall 2015**  
**Department: Management**

**Course Title:** Quality Management and Leadership **Course:** MGT3700

**Instructor:** Professor Dave Jaye **Email:** send emails to me via your class President or Vice President. Office Hours by appointment or after class.

**Time/Day:** Business Administration students Monday and Wednesday 8am to 9.35am  
International Business students Monday and Wednesday 9.55pm to 11.30am

**Text:** Quality Management, Organization and Strategy, 6<sup>th</sup> Edition, James R Evans, 2011, South-Western Cengage Learning

**Course Description:**

Builds on the foundations of management theory and concepts contained in MGT 2300. This course teaches students the practical elements of management and leadership through analysis, discussion, and reporting of significant trends and key issues from current literature. Examines advanced techniques in decision-making and their applications in organizations. Using experiential learning tools, students learn management principles and identify important concepts related to leadership, emotional intelligence, diversity, organizational change, and sustainability.

**Prerequisites:** ACC 2415, MGT 2300 and MKT 2080

**Goals and Objectives:**

At the completion of this course, each student should

- Understand the fundamental principles of Total Quality
- Know the role Performance Excellence plays in Total Quality
- Be able to use accepted standards/measures for Quality such as Baldrige, Six Sigma, and ISO 9000
- Understand Competitive Advantage and its relation to strategic planning
- Be familiar with the principles of Customer-Supplier relationships
- Know the importance of effective teamwork in quality management
- Understand the role of Leadership in Performance Excellence

**Required work and system of grading:**

The grade for this course consists of two Mid Term Tests at 20% each (40%) a Final (30%), one individual paper at 10%, Quizzes 10% and 10% for attendance/participation.

**Class organization and Assignments:** You may select your own team members of up to six students. You should read the Chapter Power Point before Class. There will not be any presentations. I will call on individual students to come to the front of class to answer the Review and Discussion Questions which they have solved. Student need to write the page number where they found the solution. You may use your smart phone for translations or photos only. No chatting when I or another student is talking. Misuse of phone and repeated chatting will be

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punished. Bring a sheet of paper to write your English name and Chinese Last name and ID to put on your desk each class to serve as a name sign. Bring a notebook to class dedicated only to this class. All missed classes must be made up by attending another class or a doctor's note or project that I choose. Each assignment must be emailed to your Class President by 8pm on the day before the second class of Week. **NO** late assignments will be accepted. Students should translate by hand in the book the bullets and numbered key points in each chapter which I will assign before the second class of each new chapter.

<u>Week beginning</u>	<u>Assignment</u>
August 31	Chapter 1 Translate key concepts in your book before lecture
Sept 7	Chapter 1 Email Review and Discussion Questions due 8pm day before our second class of the week.
Sept 14	Chapter 2 Email Review and Discussion Questions due 8pm day before our second class of the week.
Sept 21	Chapter 2 Submit Individual Paper about a Hong Kong Management Association Quality Prize Winner compared to Malcom Baldrige Prize criteria
Sept 28	Review / Sept 30 Test 1
Oct 5	Chinese Holiday Golden Week
Oct 12	Chapter 5 This week we will have Golden Week make up classes in the evening from 7pm to 8.30pm in a room to be announced. Review and Discussion Questions due 8pm day before our second class of the week
Oct 19	Chapter 6 Review and Discussion Questions due 8pm day before our second class of the week.
Oct 26	Chapter 6
Nov 2	Review / November 4 Test 2
Nov 9	Chapter 8
Nov 16	Chapter 8 Review and Discussion Questions due 8pm day before our second class of the week
Nov 23	Chapter 9 Review and Discussion Questions due 8pm day before our second class of the week
Nov 30	Chapter 9 review and quiz Chapter 10 Review and Discussion Questions due 8pm day before our second class of the week
Dec 7	Chapter 10 Review and Quiz
Dec 14	Review Chapters 8, 9, 10 Test 3

### **Course Requirements:**

1. You should read the assigned Chapters before coming to class for a proper understanding and productive participation.
2. Any form of copying (from any source – especially fellow students) will result in a score of zero on that homework or test.
3. You must earn a score of 60 points to pass this Northwood University Course.

**In addition to this syllabus, please refer to the Northwood University Standard Course Policies sheet. <http://www.northwood.edu/course-descriptions/management-course-descriptions.aspx>**