

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



Sault College

COURSE OUTLINE

COURSE TITLE:	Industrial Organization		
CODE NO. :	IND 100	SEMESTER:	4
PROGRAM:	Electrical Process Automation/ Power Generation/ Instrumentation Technician		
AUTHOR:	A. Gooderham		
DATE:	Jan 2009	PREVIOUS OUTLINE DATED:	Jan 2008
APPROVED:	"Corey Meunier" CHAIR		DATE
TOTAL CREDITS:	4		
PREREQUISITE(S):	None		
HOURS/WEEK:	2		

Copyright ©2008 The Sault College of Applied Arts & Technology
Reproduction of this document by any means, in whole or in part, without prior written permission of Sault College of Applied Arts & Technology is prohibited.
 For additional information, please contact Corey Meunier, Chair
 School of Technology & Skilled Trades
 (705) 759-2554, Ext. 2610

I. COURSE DESCRIPTION:

An introduction to the fundamentals of Statistical Quality Control (SQC). Emphasis is placed on the fundamentals of statistics where the use of graphs and charts allows for a more practical approach to Quality Management. Skills in analysis and evaluation will be developed through the use of these standard techniques, as well as an appreciation for the costs involved in Q.M. and the benefits of Total Quality Management. The analysis tools as well as an insight into today's business climate and the need for motivation provides insight into an on-going approach to Quality Assurance in Design/Development, Production, Installation and Servicing. Augmenting these techniques is an analysis of, and practical experience with, Project Scheduling, Timelines, Critical Path and spreadsheets.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. *Produce examples of Quality Control approaches, philosophies and implications*

Potential Elements of the Performance:

- Complete the PPA Assignment
- Complete class discussions and case studies
- Complete Test #1

2. *Analyse data using statistical methods*

Potential Elements of the Performance:

- Work with Excel spreadsheets and raw data
- Produce charts and graphs, the SPC Assignment
- Complete test #2

3. *Produce examples of Costs of Quality and the Motivation Factors required*

Potential Elements of the Performance:

- Complete the Motivation Assignment
- Complete the Cost of Quality Quiz
- Complete the Cost of Quality/Motivation Test

4. *Produce scheduling documentation using computer simulation software.*

Potential Elements of the Performance:

- Complete the MS Project Assignment
- Complete test questions relating to scheduling

III. TOPICS:

1. Introduction to Quality, TQM
2. Potential Problem Analysis
3. Management Styles (Japanese, Saturn)
4. Quality Improvement Techniques, Deming's 14 Points
5. Fundamentals of Statistics
6. Control Charts for Variables
7. Additional SPC Techniques for Variables
8. Fundamentals of Probability
9. Control Charts for Attributes
10. Acceptance Sampling Plan Systems
11. Motivation
12. Quality Costs
13. The ISO 9001/CSA Q9001 Standards
14. Microsoft Project Planning and Critical Path

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Quality Control, 7th ed., by Besterfield

V. EVALUATION PROCESS/GRADING SYSTEM:

PPA Assignment	6 %
Three Excel Assigns	9 %
SPC Assignment	5 %
Test #2	50 %
MS Project Assign.	10 %
Cost/Motivation Test	20 %
TOTAL	100%

NOTES: If a student misses a test or surprise quiz (maximum 5% of final grade) without contacting the instructor, the Dean's office or the switchboard prior to the test or quiz, a mark of zero will be granted without a re-write option.

Surprise Quiz's may be given for a maximum of 5% of the final grade and are attributed toward the next test percentage value.

No rewrites are given for any test attempted.

The following semester grades will be assigned to students in all credit courses.

Grade	<u>Definition</u>	<i>Grade Point Equivalent</i>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

VI. SPECIAL NOTES:

Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.