

OM452 ASSIGNMENT INFORMATION

Your weekly papers are to be typed, double spaced and 3-5 pages in length. They are to be formatted in APA style. The point breakdown for grading is as follows:

FORM (APA style, grammar): 4 points

CONTENT (organization, clear thesis, main points, examples): 6points

INSIGHTFULNESS: 5 points

TOTAL: 15 points

WEEKLY TOPICS:

Paper #1: Examine your workplace and describe a process that you think could be improved using the philosophies and techniques of TQM. Using Chapters 1-3, take a look at the processes at your workplace. What isn't working? What could be done better? What do you find your customers and/or co-workers complaining about most? At this point, your list may be large. For now that is fine. In your next paper you will want to concentrate on one or two processes for improvement.

Paper #2: Continuing your workplace example, discuss the methods you plan to use to improve quality in the process and how you plan to get feedback from the improvement efforts. Using Chapters 4&5, consider the following: Quality chains, design, and processes. As you examine your processes, include a flow chart of the process you wish to improve.

Paper #3: Discuss how you are going to track, measure and document your quality improvement progress. Using Chapters 6, consider the importance of quality audits, and the design of a quality management system. Consider how the premier quality awards discussed in Chapter 7 can help you in self-assessment of your organization.

Paper #4: Discuss how you plan to organize, analyze and present data on the quality improvements you have chosen. Using Chapters 8 determine what criterion you will use for benchmarking. From Chapter 9, consider the various process charts, analysis diagrams and other tools that will help you define and prioritize the improvement processes.

Paper #5: Using your workplace example, discuss what obstacles you think you are going to face during implementation, and develop methods for gaining involvement and commitment from the employees and management involved. Using Chapters 10, discuss how you will motivate your team to embrace change. Consider the various checklists in this chapter to determine the readiness of your team.

FINAL PROJECT

The Final Project will demonstrate the analytical skills that you will obtain in this class. Use this final paper to tie all of your quality improvement plans and processes together. Discuss auditing, continual quality improvement and results of your implementation if you managed to actually try any of these techniques in your workplace. *This is not for you to resubmit the work you've already done*, but for you to take a step back and look at your project in total.

This paper will be about a total quality project in which you will design the method for analyzing a system change for a process that you want to improve. This can be an actual workplace activity or some other process that needs improvement. Use the various tools studied during this module. It is not necessary to carry out the improvement project.

Take your process improvement to the next level by considering the bigger picture of re-engineering the organization. What would be the ideal solution to the problems you see? How would you get there? Then, consider a plan for continuous improvement. How would you keep your process or organization on track? The DRIVE model from Chapter 13 may be helpful in your analysis.

Finally, how would you measure your organization's excellence? What is your improvement cycle? The concepts in Chapter 14 will be useful here.

The final project should be of sufficient length to cover the analysis, usually 10 pages, double-spaced. Please use APA style with a minimum of 4 citations and 3 references. Also please include a Table of Contents, Topic sub-headings and a Title Page. The paper will be due the last day of class.