

Instructor Information

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Office Location: N/A
Office Hours: Monday's, 8:30pm – 9:00pm

Course Information

Class Time and Location: Online

Required Textbook: No required textbook for this course

Reference Material:

1. The Basics of Process Improvement – Tristan Boutros
2. An Introduction to Six Sigma & Process Improvement, 2nd Edition – James Evans
3. Total Quality Management – Sunil Luthra, Dixit Garg, Ashish Agarwal, Sachin K. Mangla
4. Balanced Scorecard Evolution: A Dynamic Approach to Strategy Execution – Paul Niven

Course Description

Today's managers need to understand how to manage process improvement with the basic techniques and principles. Managers also need to understand how to engage people in process improvement and to be able to understand apply associated methods. There are many methodologies in the area of process improvement that encompass a variety of approaches such as Balanced Scorecard, Six Sigma, Lean, Total Quality management (TQM), and many others. These methods can lead to significant savings and efficiencies for organizations, which is needed in the current and future markets.

Student Learning Outcomes (SLO)

This course is designed to meet one or more of the following Student Learning Outcomes:

1. Demonstrate an understanding of the business process management by learning key terminologies, methodologies, and critical success factors for process improvement.
2. Examine the main strategic drivers and triggers that vary across organizations and situations for business process management and improvements.
3. Analyze the associate framework with process improvement methodologies in order to further develop critical thinking and problem-solving skills
4. Compare and evaluate business process management maturity stages to gain an understanding on how to support long-term process improvements.

Marketable Skills

1. Students will demonstrate knowledge of process improvement methodologies including; TQM, Six Sigma, and Balanced Scorecard.
2. Students will demonstrate knowledge of applying methodologies to companies to evaluate improvements.
3. Students will understand and implement lean philosophies to improve efficiency and eliminate waste.
4. Students will demonstrate the ability to communicate information and ideas verbally and in writing so others will understand.

SRSU Disability Services

Sul Ross State University (SRSU) is committed to equal access in compliance with Americans with Disabilities Act of 1973. It is SRSU policy to provide reasonable accommodations to students with documented disabilities. It is the student's responsibility to initiate a request each semester for each class. Students seeking accessibility/accommodations services must contact Rebecca Greathouse Wren, LPC-S, SRSU's Accessibility Services Coordinator at 432-837-8203 (please leave a message and we'll get back to you as soon as we can during working hours), or email rebecca.wren@sulross.edu. Our office is located on the first floor of Ferguson Hall (Suite 112), and our mailing address is P.O. Box C-122, Sul Ross State University, Alpine, Texas 79832.

Library Information

The Bryan Wildenthal Memorial Library in Alpine offers FREE resources and services to the entire SRSU community. Access and borrow books, articles, and more by visiting the library's website, library.sulross.edu. Off-campus access requires logging in with your LoboID and password. Librarians are a tremendous resource for your coursework and can be reached in person, by email (srsulibrary@sulross.edu), or phone (432-837-8123).

The Southwest Texas Junior College (SWTJC) Libraries at Uvalde, Del Rio, and Eagle Pass. Offer additional access to library spaces and resources. Del Rio, Eagle Pass, and Uvalde students may also use online resources available through SWTJC website, library.swtjc.edu. The SWTJC Libraries serve as pick-up locations for Inter-Library Loan (ILL) and Document Delivery from the Alpine campus.

SRSU Distance Education Statement

Students enrolled in distance education courses have equal access to the university's academic support services, such as library resources, online databases, and instructional technology support. For more information about accessing these resources, visit the SRSU website. Students should correspond using Sul Ross email accounts and submit online assignments through Blackboard, which requires secure login. Students enrolled in distance education courses at Sul Ross are expected to adhere to all policies pertaining to academic honesty and appropriate student conduct, as described in the student handbook. Students in web-based courses must maintain appropriate equipment and software, according to the needs and requirements of the course, as outlined on the SRSU website. Directions for filing a student complaint are located in the student handbook.

Distance Education Non-Participation Statement

Policies in effect for on-campus, traditional classroom instruction courses also apply to students enrolled in distance education courses, including Web-based and ITV courses. The University allows a maximum of 20% absences in a course before an instructor may drop a student for excessive absences. In Web courses, this policy is interpreted as not participating for more than 3 weeks in a long semester, 1 week in a summer session, or 3 days in the midwinter session.

Any student dropped for non-participation will receive an “F” in the course dropped. Inactivity may include the following:

- not logging on to the course not submitting assignments
- not participating in scheduled activities
- not communicating with the instructor by phone or email, and/or
- not following the instructor's participation guidelines stated in the syllabus

Any student who has not logged on to this course or submitted assignments by [Click or tap to enter a date.](#) will be considered to have exceeded the University’s policy on “excessive absences” and may be automatically dropped from the course. Blackboard statistics track the logins made and document the sections of the course accessed. These statistics will be used by your professor as a factor in documenting your participation in the course.

Your professor will use Blackboard statistics to document logins to the course and assignments accessed.

Attendance and Participation

Attendance is necessary! Attendance and regular participation in the online classroom is essential for maintaining the best learning environment. If you do not attend classes, you could lose your financial aid. You must attend and participate in your on-campus or online course(s) before the course certification date and continue beyond the course withdrawal date.

Your instructor is also required by law to validate/certify your attendance in your on-campus or online course(s) in order for you to receive financial aid. To meet this attendance requirement in an online course, you must demonstrate academic activity to establish eligibility for federal student aid with activities such as, but not limited to, the following examples: initiating contact with your instructor to ask a question about the academic subject studied in the course, submitting an academic assignment, taking an exam, completing an interactive tutorial, participating in computer-assisted instruction, attending a study group that is assigned by the instructor, or participating in an online discussion about academic matters relating to the course.

In an online class, simply logging in is not enough to demonstrate academic purpose. You are required to participate in your online class by taking part in an academically related activity as described above.

What You Should Understand About Internet Classes

1. Be realistic about the amount of time required to do the coursework.
2. On-line is NOT easier!
3. Schedule class time just as if you were attending class on-campus
4. Turn in your work ON TIME.
5. Participate actively in the class.
6. ***Use e-mail and the discussion boards to communicate often with your instructor & classmates.***
7. Log onto the class at least 5 times a week.
8. Do NOT fall behind in your assignments.
9. ASK for help when you need help.

Classroom Climate of Respect

Importantly, this class will foster free expression, critical investigation, and the open discussion of ideas. This means that all of us must help create and sustain an atmosphere of tolerance, civility, and respect for the viewpoints of others. Similarly, we must all learn how to probe, oppose and disagree without resorting to tactics of intimidation, harassment, or personal attack. No one is entitled to harass, belittle, or discriminate against another on the basis of race, religion, ethnicity, age, gender, national origin, or sexual preference. Still we will not be silenced by the difficulty of fruitfully discussing politically sensitive issues.

Diversity Statement

"I aim to create a learning environment for my students that supports a diversity of thoughts, perspectives and experiences, and honors your identities (including race, gender, class, sexuality, religion, ability, socioeconomic class, age, nationality, etc.). I also understand that the crisis of COVID, economic disparity, and health concerns, or even unexpected life events could impact the conditions necessary for you to succeed. My commitment is to be there for you and help you meet the learning objectives of this course. I do this to demonstrate my commitment to you and to the mission of Sul Ross State University to create an inclusive environment and care for the whole student as part of the Sul Ross Familia. If you feel like your performance in the class is being impacted by your experiences outside of class, please don't hesitate to come and talk with me. I want to be a resource for you."

Academic Integrity

Students in this class are expected to demonstrate scholarly behavior and academic honesty in the use of intellectual property. A scholar is expected to be punctual, prepared, and focused; meaningful and pertinent participation is appreciated. Examples of academic dishonesty include but are not limited to: Turning in work as original that was used in whole or part for another course and/or professor; turning in another person's work as one's own; copying from professional works or internet sites without citation; collaborating on a course assignment, examination, or quiz when collaboration is forbidden.

All students are expected to complete their own work at all times. Any dishonest conduct will be promptly rewarded with an immediate "F".

Plagiarism

A student guilty of plagiarism and/or cheating will receive a grade of "F" in the course involved and the grade will be so recorded on the transcript. Students giving and receiving assistance in any unauthorized manner during an examination will subject themselves to this cheating policy. A pattern of cheating will result in suspension.

Grading Policy

All work will be graded on specific criteria using the following guidelines. Any worksheets will be graded on a points-per-answer basis. Criteria for grading will include accuracy of content, appropriateness of content for assignment, presentation, and clarity. Projects in the lab will be graded on accuracy, neatness, content, adherence to standards, adherence to assignment, and workmanship. Graded items will be broken into specific categories and presented on grade sheets given at the time the assignments are given.

Final grades will be determined by totals in these areas:

In the event one of the above categories is not completed during the course that percentage will automatically be divided between the other categories at the same level. All assignment points will be converted to percentages for individual assignment letter grades.

A=100-90;

B=89-80;

C=79-70;

D=69-60;

F=59-0

Assignments – 60%

Discussions – 40%