

Course Number and Title: MNGT-3625-N01 Lean Six Sigma
Number of Credit Hours: (3 semester credit hours)
Location: Online
Semester and Year: Summer 2020
Instructor: Dr. Douglas L. McWilliams
Virtual Office Hours: T 9:00 AM -11:00 AM or by appointment
E-Mail: dmcwilli@westga.edu

REQUIRED TEXT

Six Sigma: A Complete Step-by-Step Guide: A Complete Training & Reference Guide for White Belts, Yellow Belts, Green Belts, and Black Belts by The Council for Six Sigma Certification July 24, 2018, ISBN-13: 978-1732592650.

COURSE DESCRIPTION

This course introduces the fundamentals of Lean Six Sigma that guide today's continuous improvement efforts. Lean emerged from the Japanese automotive industry, particularly Toyota, and focuses on the creation of value through the relentless elimination of the seven-common waste. Six Sigma is a quality system developed at Motorola and focuses on elimination of variation from all processes. The Lean Six Sigma have been applied to a wide range of organizations in the manufacturing, service, and government industries to improve quality, productivity, customer satisfaction, employee satisfaction, time-to-market, and financial performance.

Prerequisites: MNGT-3615, ECON-3406, or equivalent

COURSE OBJECTIVES

After completing this course, you should be able to:

1. Communicate using Lean Six Sigma concepts.
2. Think about organizations as collection of processes.
3. Relate Lean Six Sigma concepts to the overall business mission and objectives.
4. Use the concept of a sigma level to evaluate process capability.
5. Understand and apply the five-step DMAIC model.
6. Employ a wide range of process improvement techniques.
7. Recognize the organizational factors necessary for Lean Six Sigma successful.
8. **Pass the Lean Six Sigma Yellow Belt Certification.**

Topics covered includes but not limited to:

- Continuous process improvement
- Lean Six Sigma Certification
- The DMAIC Process
- Value Stream Mapping
- Cellular Layouts
- Root Cause Analysis
- Business Case
- Decision Making

DELIVERY METHOD

This course is delivered 100% online using CourseDen. The information and materials that you need to complete the course is in this syllabus and in CourseDen. You will be given readings assignments, homework, and chapter reviews. View the course schedule on page 4 in the appendix.

GRADING

Chapter Summaries (25%): There are total of two (2) chapter summary reviews. Select any two chapters of your choosing, Chapters 34 thru 52, for the review. Read and reread chapters as many times as necessary to gain a full understanding. A good summary accurately describes the main point(s) and important details of each chapter. The summary should be one quarter to one third of the total length of the original chapter; limit each chapter summary to a single page. Written assignments will normally use either Times New Roman size 12 font double spaced. Submitted assignments must be correctly formatted and free of grammatical and stylistic errors.

Homework (25%): There are total of two (2) homework assignments. You will follow the example problems given the book.

Exam (50%): There are total of four (4) exams in the course. The exams are based on assigned readings. They consist of a mix of multiple-choice and short-answer questions. Short answer questions could include “define-and-give-an-example,” “compare-and-contrast,” “list,” and “explain-the-relevance-of-this-term-for-lean-six-sigma” types of questions.

Assignments (General Comments):

Assignments must be turned in **on time**. Assignments are due at the **date** and **time** listed. All work and assignments for the entire course are available on the course syllabus. While the syllabus designates specific date for which an assignment is due, you do not have to wait until the “assigned” date to start working on it (or to turn it in). In other words, you can work at your pace but must meet the due dates. I suggest you set a calendar of when to work on assignments based upon your schedule, how long it takes you to complete assignments, and the assignments due dates. Start working on each assignment as soon as you possibly can and make sure that you have all assignments submitted by the specified due dates. You will have until **11:59 PM Eastern Time** to submit the work that is listed in the far right, “Work Due” column on the course schedule. I will **not** accept late assignments. If you do not meet the 11:59 PM deadline (even by one or two minutes), you will receive a “0” for that assignment.

Make-up Exams or Late Assignment will only be accepted if you obtain University approved documentation for your excuse. There will be no make-up assignment for poor performance on a previous assignment.

Grade Distribution

The final course grade will be distributed as follows:	WEIGHT (%)
Chapter Reviews	25
Homework problems	25
Exams	50
TOTAL	100%
Grading Scale: (%) 90-100→A; 80-89→B; 70-79→C; 60-69→D; and < 60→F.	

I may change the basis for the course grade if I need to eliminate an assignment. If I do so, I will inform you in writing.

Extra Credit: There will be no extra credit given in this course. My desire is to make this course so accessible that extra credit is not needed. This course will still be challenging, but there are several free resources at your disposal. Please utilize them. Questions about grading: Questions about grading must be asked within one week of the graded works return.

COMMUNICATION

You can monitor your grades in CourseDen. At times I communicate with you using campus email systems or text messaging, so it is essential that you regularly check your **westga.edu** email address. I make effort to respond to your email in a timely manner.

PROFESSIONAL BEHAVIOR

It is important that you maintain a professional demeanor at all time, including during “electronic communication.” The extent to which you demonstrate engagement, respect, persistence, teamwork, and reliability will weigh heavily on your professionalism mark.

HONOR CODE

At the University of West Georgia, we believe that academic and personal integrity are based upon honesty, trust, fairness, respect, and responsibility. Students at West Georgia assume responsibility for upholding the honor code. West Georgia students pledge to refrain from engaging in acts that do not maintain academic and personal integrity. These include, but are not limited to, plagiarism, cheating, fabrication, aid of academic dishonesty, lying, bribery or threats, and stealing.

The University of West Georgia maintains and monitors a confidential Academic Dishonesty Tracking System. This database collects and reports patterns of repeated student violations across all the Colleges, the Ingram Library, and the School of Nursing. Each incidence of academic dishonesty is subject to review and consideration by the instructor and is subject to a range of academic penalties including, but not limited to, failing the assignment and/or failing the course. Student conduct sanctions range from verbal warning to suspension or expulsion depending on the magnitude of the offense and/or number of offenses. The incident becomes part of the student’s conduct record at UWG.

Additionally, the student is responsible for safeguarding his/her computer account. The student’s account and network connection are for his/her individual use. A computer account is to be used only by the person to whom it has been issued. The student is responsible for all actions originating through his/her account or network connection. Students must not impersonate others or misrepresent or conceal their identities in electronic messages and actions. For more information on the University of West Georgia Honor Code, please see the **Student Handbook**.

UWG EMAIL POLICY

University of West Georgia students are provided a MyUWG e-mail account. The University considers this account to be an official means of communication between the University and the student. The purpose of the official use of the student e-mail account is to provide an effective means of communicating important university related information to UWG students in a timely manner. It is the student’s responsibility to check his or her email. I check my email several times a day. I strive to respond to any email within 24 hours (even if it’s just to acknowledge receipt of the email while I continue to work on the request).

HOURLY POLICY

The University of West Georgia grants one semester hour of credit for work equivalent to a minimum of one hour (50 minutes) of in-class or other direct faculty instruction AND two hours of student work outside of class per week for approximately fifteen weeks. For each course, the course syllabus will document the amount of in-class (or other direct faculty instruction) and out-of-class work required to earn the credit hour(s) assigned to the course. Out-of-class work will include all forms of credit-bearing activity, including but not limited to assignments, readings, observations, and musical practice. Where available, the university grants academic credit for students who verify via competency-based testing, that they have accomplished the learning outcomes associated with a course that would normally meet the requirements outlined above (e.g. AP credit, CLEP, and departmental exams).

ACADEMIC SUPPORT

Assistant: If you find yourself falling behind in the course, do not delay in seeking out assistance and/or advice from someone (the Instructor, a tutor, etc.) who is competent in the subject area and who has your best interests at heart!

Center for Academic Success: The Center for Academic Success provides services, programs, and opportunities to help all undergraduate students succeed academically. For more information, contact them: 678-839-6280 or cas@westga.edu

University Writing Center: The University Writing Center assists students with all areas of the writing process. For more information, contact them: 678-839-6513 or writing@westga.edu

Accessibility Services: Students with a documented disability may work with UWG Accessibility Services to receive essential services specific to their disability. All entitlements to accommodations are based on documentation and USG Board of Regents standards. If a student needs course adaptations or accommodations because of a disability or chronic illness, or if he/she needs to make special arrangements in case the building must be evacuated, the student should notify his/her instructor in writing and provide a copy of his/her Student Accommodations Report (SAR), which is available only from Accessibility Services. Faculty cannot offer accommodations without timely receipt of the SAR; further, no retroactive accommodations will be given. For more information, please contact Accessibility Services.

Mental Health Support: If you or another student find that you are experiencing a mental health issue, free confidential services are available on campus in the Counseling Center. Students who have experienced sexual or domestic violence may receive confidential medical and advocacy services with the Patient Advocates in Health Services. To report a concern anonymously, please go to UWGcares.

COURSE EVALUATION

University of West Georgia takes Instructor and Course Evaluations very seriously as an important means of gathering information for the enhancement of learning opportunities for its students. It is an important responsibility of UWG students as citizens of the University to participate in the instructor and course evaluation process. Prior to the end of the semester, you will be asked to reflect upon what you have learned in this course, the extent to which you have invested the necessary efforts to maximize your learning and the role your instructor has played in the learning process. It is very important that you complete the online evaluations with thoughtfully written comments. Evaluations are regarded as strictly confidential. They are not available to the instructor until after final grades are submitted, and extensive precautions are taken to prevent your comments from being identified as coming from you. Be aware that positive feedback is just as important as criticism.

HB 280 (Campus Carry)

House Bill 280, commonly known as the “campus carry” legislation, allows anyone who is properly licensed in the State of Georgia to carry a handgun in a concealed manner on property owned or leased by public colleges and universities. There are several exceptions to the law that limit the places on campus where handguns may be carried. It is the student’s responsibility to be aware of those limitations.

UWG follows University System of Georgia (USG) guidance:

http://www.usg.edu/hb280/additional_information

You may also visit our website for help with USG Guidance:

<https://www.westga.edu/police/campus-carry.php>

COURSE SCHEDULE

Week 1	Scheduled Readings	Assignments
06/01	Chap 1	
06/02	Chap 2	
06/03	Chap 3	
06/04	Chap 4	
06/05	Chap 5	Homework 1 (chaps. 1 – 13) Exam 1
Week 2		
06/08	Chap 6	
06/09	Chap 7	
06/10	Chap 8	
06/11	Chap 9	
06/12	Chap 10	Homework 2 (chaps. 17 – 24) Exam 2
Week 3		
06/15	Chap 11	
06/16	Chap 12	
06/17	Chap 13	
06/18	Chap 14	
06/19	Chap 15,16	Homework 3 (chaps. 25 – 32) Exam 3
Week 4		
06/22	Chap 31	
06/23	Chap 32	
06/24	Chap 33	
06/25	Prepare chapter reviews from at least two of the remaining chapters (34 thru 52)	Chapter Reviews Exam 4