



**Course Number and Section (PTAC-2314-102CL)**  
**Name of Course (Process Quality)**  
**Course Semester (Fall 2021)**  
**Time/day of course: 1:30PM-4:20PM/THUR**  
**Room TVB 1225**

**Instructor: Karen Kupsa**  
kskupsa@com.edu  
713-819-4746

**Student hours and location:**

Office Room 1583D

Office Hours: Monday 7:00 AM to 9:00 AM  
Tuesday 4:30 PM to 6:00 PM  
Wednesday 7:00 AM to 9:00 AM  
Thursday 1:00 PM to 1:30 PM 4:30 PM to 6:00 PM

**Required Textbook:**

*Process Quality* by NAPTA (ISBN -13: 978-0-13-642470-3)

**Course Description:** PTAC 2314–Process Quality is one of the eight core courses in the Process Technology Alliance curriculum which is sponsored by the North American Process Technology Alliance (NAPTA, formerly GCPTA). The two-year program has been created to train students for careers as process technicians in the chemical and refining process industries.

This course will explore the history of Quality, including Juran, Crosby and Deming’s theories, and the current applications in today’s petrochemical industry. Internal and external customer/supplier relationships will be examined. Qualitative aspects of quality and the statistical methods which affect the quantitative aspects of measuring quality will be taught and used throughout the course. Students will be exposed to the benefits of continuous improvements and quality work as they pertain to developing a high-performance work team. Students must have completed PTAC 1302 and TSI Math 343 in order to take the PTAC Process Quality course. Failure to have completed these courses prior to enrollment in this class will result in the student being dropped from the class.

**Determination of Course Grade/Detailed Grading Formula (methods of evaluation to be employed to include a variety of means to evaluate student performance):**

Exam 1: Chapters 1, 13, 14, 15 & 16

Exam 2: Chapters 3, 7, 8, 10 & 11  
Exam 3: Chapters 2, 4, 5, 6 & 9  
Final Exam: Chapters 1-16, except chapter 12

Exams will primarily test the student's understanding of the chapters from the textbook "*Process Quality*." The instructor may also include exam questions on lecture information and other material discussed during regular class periods. Any student that walks out of an exam without completing the exam will be given 0% for the exam and no makeups for that exam will be given to the student. All exams will be administered during a regular class period unless otherwise agreed to by the instructor. The final exam is optional for any student whose exam average on Exams 1-3 is 90% or greater.

**Project Assignment:** Will be discussed in class on Day one.

**Detailed Grading Formula:**

Grades will be based on the following criteria and percentages:

Classroom Attendance and Participation:	10%
Average of Four Exams Score:	80%
Class Project Score:	10%

**Grading Scale:**

90 – 100	= A
80 – 89	= B
70 – 79	= C
60 – 69	= D
00 – 59	= F

Students must receive a minimum grade of **C** in order to pass this course.

**Make-Up Policy:**

There are no make-ups for quizzes, extra credit work or reports. Make-up exams may be scheduled with your professor but must be scheduled within 7 days of returning to class. Make-up exams may score no higher than 90% unless the make-up exam was scheduled prior to the original exam date. At the instructor's discretion, make up exams may be in a different format from the scheduled exam. Students may be required to take make-up exams at the COM Testing Center. Labs and homework not turned in on the due date will be scored at 80% of the maximum.

**Attendance Policy:** Much of the learning occurs in the classroom setting through lectures and labs. It is difficult to learn all the concepts simply by reading the course textbook. Class participation is essential to learning. Many of the class sessions cover topics that have no handouts. Good note taking is important to be successful in this class. Many hands on and group activities take place in the classroom. Attendance is taken each class period. **If you miss class and any activities that are graded, you will get a zero and no make ups are allowed.**

If you find that you are going to miss a scheduled class for any reason, please notify your professor by e-mail, as soon as possible. Making contact with fellow classmates is highly encouraged to get details on missed assignments.

Attends class and is punctual – The student attends every class period, arrives on time for class activities or informs the instructor in a timely manner of unavoidable situations that cause the student to be late or miss class. **Whatever we cover, will not be repeated.**

**Electronic Devices:** All electronic devices (e.g. cell phones, pagers, cameras, ipads, ipods, tape recorders, laptop computers and other devices) shall not be used in the classroom. This policy takes effect immediately as the student enters the classroom and remains in effect until the class session has been concluded for the day. An initial violation of this policy by the student during the semester will result in five points being deducted from the student’s final semester grade. A second violation by the student will result in another five points being deducted from the student’s final grade. Subsequent violations will result in **all** students in the class losing 1% for each subsequent occurrence. Students using such devices during an exam will be expelled from the class and will receive an immediate “F” for the course. Hand-held calculators only may be used during an exam; no other electronic devices may be used.

**Communicating with your instructor:** ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means. (Faculty may add additional statement requiring monitoring and communication expectations via Blackboard or other LMS)

**Student Learner Outcomes:** Upon successful completion of this course, students will:

1. Students will demonstrate knowledge of historical significance of events, key players, and foundational principles in the successful implementation of Process Quality in the Petro Chemical Industry today.
2. Students will understand and apply foundational principles of statistics to complex problems to minimize nonconformance and unplanned events that adversely affect Process Quality in the Petro Chemical Industry today.
3. Students will know and understand how to sustain continuous improvement through teamwork, management systems, and planning, and they will know the cost to quality and customers associated with taking no action and its affect in Process Quality in the Petro Chemical Industry today.
4. Students will know and understand the key principles for root cause analysis and corrective action by applying industry-common root cause methodologies and root cause analyses tools.

Student Learner Outcome	Maps to SCANS Competencies	Assessed via this Assignment
1.Students will demonstrate knowledge of historical	70% of students will answer the questions on this topic correctly.	Exam

<p>significance of events, key players, and foundational principles in the successful implementation of Process Quality in the Petro-Chemical Industry today.</p>		
<p>2. Students will understand and apply foundational principles of statistics to complex problems to minimize nonconformance and unplanned events that adversely affect Process Quality in the Petro-Chemical Industry today.</p>	<p>70% of students will answer the questions on this topic correctly.</p>	<p>Exam</p>
<p>3. Students will know and understand how to sustain continuous improvement through teamwork, management systems, and planning, and they will know the cost to quality and customers associated with taking no action and its affect in Process Quality in the Petro-Chemical Industry today.</p>	<p>70% of students will answer the questions on this topic correctly.</p>	<p>Exam</p>
<p>4. Students will know and understand the key principles for root cause analysis and</p>	<p>70% of students will be assessed a minimum grade of C on their class project report.</p>	<p>Project Report</p>

corrective action by applying industry-common root cause methodologies and root cause analyses tools.		
---	--	--

**Academic Dishonesty:** Any incident of academic policy will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a **grade of zero** on that exam and the student will be referred to the Office of Student Conduct for the appropriate discipline action.

**Plagiarism:** Plagiarism is using someone else’s words or ideas and claiming them as your own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else’s words without giving proper citation, copying directly from a website and pasting it into your paper, using someone else’s words without quotation marks. Any assignment containing any plagiarized material will receive a **grade of zero** and the student will be referred to the Office of Student Conduct for the appropriate discipline action.

**Student Concerns:** If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact the PTEC Department Chair of Industrial Technology, Derrick Lewis at 409-933-8607 or email [dlewis22@com.edu](mailto:dlewis22@com.edu).

**Course outline** (include calendar with lecture topics, due dates):

**Complete the Checking your Knowledge at the end of each chapter, you do not have to do Question #1 on any of the CYK.**

Session	Topic
Week of 8/23	Student and Class Information – <b>Discuss Project Assignment - Read Chapter 1 -</b>
Week of 8/30	Chapter 1- <b>Read Chapters 13 &amp; 14</b>
Week of 9/6	Chapters 13 & 14 - <b>Read Chapters 15 &amp; 16</b>
Week of 9/13	Chapters 15 & 16 - Questions about Chapters 1, 13, 14, 15 & 16
<b>Week of 9/20</b>	<b>Test 1 - Read Chapters 3 &amp; 7</b>
Week of 9/27	Test 1 Analysis; Chapters 3 & 7 - <b>Read Chapter 8</b>
Week of 10/4	Chapter 8 - <b>Read Chapters 10 &amp; 11</b>
Week of 10/11	Chapters 10 & 11 - Questions about Chapters 3, 7, 8, 10 & 11
<b>Week of 10/18</b>	<b>Test 2 – Read Chapter 2</b>
Week of 10/25	Test 2 Analysis; Chapter 2 - Video: 12 Angry Men, Part I - <b>Read Chapters 4 &amp; 5</b> <b>Project Report Submittal Deadline</b>
Week of 11/1	Chapters 4 & 5 - Video: 12 Angry Men, Part II - <b>Read Chapters 6 &amp; 9</b>
Week of 11/8	Chapters 6 & 9 - Video: 12 Angry Men, Part III - Questions about Chapters 2, 4, 5, 6 & 9

Week of 11/15  
Week of 11/22  
Week of 11/29  
Week of 12/6

Test 3  
Thanksgiving – College Closed 11/24/21 – 11/28/21  
Final Exam  
Project Review

---

## Institutional Policies and Guidelines

**Grade Appeal Process:** Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook. <[https://build.com.edu/uploads/sitecontent/files/student-services/Student\\_Handbook\\_2019-2020v5.pdf](https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf). *An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor’s professional judgment of the quality of the student’s work and performance is also not an admissible basis for a grade appeal.* [https://build.com.edu/uploads/sitecontent/files/student-services/Student\\_Handbook\\_2019-2020v5.pdf](https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf)

**Academic Success & Support Services:** College of the Mainland is committed to providing students the necessary support and tools for success in their college career. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

**ADA Statement:** Any student with a documented disability needing academic accommodations is requested to contact Holly Bankston at 409-933-8520 or [hbankston@com.edu](mailto:hbankston@com.edu). The Office of Services for Students with Disabilities is in the Student Success Center.

**Counseling Statement:** Any student needing counseling services is requested to please contact Holly Bankston in the student success center at 409-933-8520 or [hbankston@com.edu](mailto:hbankston@com.edu). Counseling services are available on campus in the student center for free and students can also email [counseling@com.edu](mailto:counseling@com.edu) to set up their appointment. Appointments are strongly encouraged; however, some concerns may be addressed on a walk-in basis.

**Textbook Purchasing Statement:** A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

**Withdrawal Policy:** Students may withdraw from this course for any reason prior to the last eligible day for a “W” grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last date to withdraw from the 1<sup>st</sup> 8-week session is October 6. The last date to withdraw from the 16-week session is November 19. The last date to withdraw for the 2<sup>nd</sup> 8-week session is December 2.

**FN Grading:** The F<sub>N</sub> grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The F<sub>N</sub> grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed

to withdraw. The issuing of the F<sub>N</sub> grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an F<sub>N</sub> grade.

**Early Alert Program:** The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention are very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

**COVID-19 Statement:** All students, faculty, and staff are expected to familiarize themselves with materials and information contained on the College of the Mainland's Coronavirus Information site at [www.com.edu/coronavirus](http://www.com.edu/coronavirus). In compliance with Governor Abbott's May 18 Executive Order, face coverings/masks will no longer be required on COM campus. Protocols and college signage are being updated. We will no longer enforce any COM protocol that requires face coverings. We continue to encourage all members of the COM community to distance, when possible, use hygiene measures, and get vaccinated to protect against COVID-19. Please visit [com.edu/coronavirus](http://com.edu/coronavirus) for future updates.