



**PTAC-2314-062I2 (3708)**  
**PROCESS QUALITY**  
**SUMMER 2025**  
**INTERNET**

**Instructor Information:** Charlotte Anderson [canderson49@com.edu](mailto:canderson49@com.edu)

**Student hours and location:**

**Teams or Cell Phone- 832-816-7012**

**Mon/Fri 6p-8p**

**Required Textbook/Materials:** *Process Quality 2<sup>nd</sup> Edition* (ISBN-13: 978-0-13-642470-3)

**Course Description:**

This is the study of the background and application of quality concepts. Topics include team skills, quality tools, and economics and continuous improvement. Students will define terms associated with quality systems; demonstrate team skills; and apply principles and tools of quality to process systems. Prerequisite: TSIA2 Math Diagnostic 4 or 5. Prerequisite: p with a grade of "C" or better.

**Course requirements:** As this is an online class, students must have the appropriate equipment and a reliable internet connection to complete the course. The COM IT Department has indicated taking online exams on a phone, even when using the Blackboard app, is difficult and highly recommends taking online exams by computer.

**Determination of Course Grade/Detailed Grading Formula:**

**Assignment 20%**

**Quizzes- 20%**

**Exams- 60%**

**Grading Scale:**

90-100 = A

80-89 = B

70-79 = C

60-69 = D

Below 60 = F

**Late Work, Make-Up, and Extra-Credit Policy:**

**No late work will be accepted after the due date has passed. There is no extra credit in this class.**

**Attendance Policy:** As this is an internet course, there is no attendance policy/requirements.

**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 D2L or other LMS)

Student Learner Outcome	Maps to Core Objective	Assessed via this Assignment
1. Students will demonstrate knowledge of historical significance of events, key players, and foundational principles in the successful implementation of Process Quality in the Petrochemical Industry today.	Reading, critical thinking, computer literacy, and cultural competence	Exams and Quizzes
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 Petrochemical Industry today.	Reading, critical thinking, computer literacy, and cultural competence	Exams and Quizzes
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 effect on Process Quality in the Petrochemical Industry today.	Reading, critical thinking, computer literacy, and cultural competence	Exams and Quizzes

**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.

**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 [Derrick Lewis-Dept Chair] at [(409) 933-8306 or [dlewis22@com.edu](mailto:dlewis22@com.edu)].

**Course outline:**

Week#	Date	Topic	Reading Assignments & Homework Due Dates
1	6/2	<b>Chapter 1</b> -Introduction to Process Quality <b>Chapter 2</b> Total Quality Management and Economics	
2	6/11	<b>Chapters 3 &amp; 6</b> Customer Service and Team Skills	QUIZ 1
3	6/18	<b>Chapter 4</b> Quality Management Systems-International Standards (ISO) <b>Chapter 5</b> Quality Management-Quality Reliability Planning	EXAM 1
4	6/25	<b>Chapter 7</b> Continuous Improvements-Root Cause Analysis (RCA) and Corrective Action/Preventive Action (CPA)	QUIZ 2 EXAM 2
5	7/2	<b>Chapter 8</b> Continuous Improvement- Six Sigma <b>Chapter 9</b> Continuous Improvement- Lean	QUIZ 3 5S ASSIGNMENT
6	7/9	<b>Chapter 16</b> Process Capability <b>Chapter 10</b> Group Problem Solving-Designed Experiments	EXAM 3
7	7/16	<b>Chapter 11</b> Other Basic Quality Tools <b>Chapter 12</b> Data Collection and Representative Sampling	QUIZ 4 EXAM 4
8	7/23	<b>Chapter 13</b> Variance and Operating Consistency <b>Chapter 14</b> Variables Control Charts and Interpretation	QUIZ 5
9	7/30	<b>Chapter 15</b> Attributes Control Charts and Interpretation	5S ASSIGNMENT DUE
10	8/4	<b>Chapter 17</b> Putting the Puzzle Together	EXAM 5

## **Institutional Policies and Guidelines**

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://www.com.edu/student-services/docs/Student\\_Handbook\\_2024-2025\\_v2.pdf](https://www.com.edu/student-services/docs/Student_Handbook_2024-2025_v2.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.

**Academic Success & Support Services:** College of the Mainland is committed to providing students the necessary support and tools for success in their college careers. 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:

Kimberly Lachney, Student Accessibility Services Coordinator Phone: 409-933-8919

Email: [AccessibilityServices@com.edu](mailto:AccessibilityServices@com.edu)

Location: COM Doyle Family Administration Building, Student Success Center

**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 1st 5-week session is June 30. The last date to withdraw from the 10-week session is July 29. The last date to withdraw for the 2nd 5-week session is August 1.

**FN Grading:** The FN grade is issued in cases of failure due to a lack of attendance, as determined by the instructor. The FN 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 FN grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an FN 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.

### **Resources to Help with Stress:**

If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at [deanofstudents@com.edu](mailto:deanofstudents@com.edu) or [communityresources@com.edu](mailto:communityresources@com.edu).

### **Nondiscrimination Statement:**

The College District prohibits discrimination, including harassment, against any individual on the basis of race, color, religion, national origin, age, veteran status, disability, sex, sexual orientation, gender (including gender identity and gender expression), or any other basis prohibited by law. Retaliation against anyone involved in the complaint process is a violation of College District policy.

**This Syllabus can change at any time in the views of the instructor**