ENGT 3320 QUALITY CONTROL TECHNOLOGY
Spring 2021
Texas A&M University-Central Texas

COURSE DATES, MODALITY, AND LOCATION
This is a Synchronous Distributed Course that meets from Jan 19 – May 14
For lecture on M and W from 6:00 – 7:15 pm
Online via Webex (meeting links in the WebEx Meeting tab in Canvas)
with up to 25% potential asynchronous online content

Assignments and lectures will be required each week throughout the semester.
Supplemental materials will also be made available online through the A&M-Central Texas Canvas Learning Management System [https://tamuct.instructure.com/]

INSTRUCTOR AND CONTACT INFORMATION
Instructor: Art Namphong
Office: https://tamuct.webex.com/meet/art.namphong
Phone: 254-743-8327
Email: Art.Namphong@tamuct.edu

Office Hours
Available by appointment.

Student-instructor interaction
You are strongly encouraged to communicate with me. If you get stuck on a concept or homework problem, send me an email that includes screenshot or photo of the problem and I can provide guidance. If you need more help, send me an email and schedule a Webex session (https://tamuct.webex.com/meet/art.namphong).

WARRIOR SHIELD
Emergency Warning System for Texas A&M University-Central Texas
Warrior Shield is an emergency notification service that gives Texas A&M University-Central Texas the ability to communicate health and safety emergency information quickly via email, text message, and social media. All students are automatically enrolled in Warrior Shield through their myCT email account.

Connect to Warrior Shield by 911Cellular [https://portal.publicsafetycloud.net/Account/Login] to change where you receive your alerts or to opt out. By staying enrolled in Warrior Shield,
university officials can quickly pass on safety-related information, regardless of your location.

COVID-19 SAFETY MEASURES

To promote public safety and protect students, faculty, and staff during the coronavirus pandemic, Texas A&M University-Central Texas has adopted policies and practices to minimize virus transmission. All members of the university community are expected to adhere to these measures to ensure their own safety and the safety of others. Students must observe the following practices while participating in face-to-face courses, course-related activities (office hours, help sessions, transitioning to and between classes, study spaces, academic services, etc.) and co-curricular programs:

- **Self-monitoring**—Students should follow CDC recommendations for self-monitoring. Students who have a fever or exhibit symptoms of COVID-19 should participate in class remotely and should not participate in face-to-face instruction. Students required to quarantine must participate in courses and course-related activities remotely and must not attend face-to-face course activities. Students should notify their instructors of the quarantine requirement. Students under quarantine are expected to participate in courses and complete graded work unless they have symptoms that are too severe to participate in course activities.

- **Face Coverings**—Face coverings must be worn inside of buildings and within 50 feet of building entrances on the A&M-Central Texas Campus. This includes lobbies, restrooms, hallways, elevators, classrooms, laboratories, conference rooms, break rooms, non-private office spaces, and other shared spaces. Face coverings are also required in outdoor spaces where physical distancing is not maintained. The university will evaluate exceptions to this requirement on a case by case basis. Students can request an exception through the Office of Access and Inclusion in Student Affairs.
  - If a student refuses to wear a face covering, the instructor should ask the student to leave and join the class remotely. If the student does not leave the class, the faculty member should report that student to the Office of Student Conduct. Additionally, the faculty member may choose to teach that day’s class remotely for all students.

- **Physical Distancing**—Physical distancing must be maintained between students, instructors, and others in the course and course-related activities.

- **Classroom Ingress/Egress**—Students must follow marked pathways for entering and exiting classrooms and other teaching spaces. Leave classrooms promptly after course activities have concluded. Do not congregate in hallways and maintain 6-foot physical distancing when waiting to enter classrooms and other instructional spaces.

- The university will notify students in the event that the COVID-19 situation necessitates changes to the course schedule or modality.
COURSE INFORMATION

Course Overview and description

Statistical analysis of data to establish quality control systems for manufacturing facilities

Course Objective or Goal

Student Learning Outcomes

1. Describe the organization and responsibility for quality in a business environment
2. Describe the characteristics of a sample, or a population using the statistics of data distribution, central tendency, and dispersion
3. Define control charts for variables and attributes
4. Explain the concepts of probability of events occurring in discrete and continuous data distributions
5. Explain how to sample lots for continuous production and reliability

Required Reading and Textbook(s)


COURSE REQUIREMENTS

The course will involve homework, exams, canvas discussions, and projects.

Periodic homework (20 weighted pts in total) will be assigned throughout the semester (SLO 1-5).

One large scale projects will be conducted during the semester (15 weighted pts)

Project 1 Catapult Project (SLO 2-4);
Students will be given a project to design a catapult to address a customer problem with the product. The final project deliverables will be 5 page report and an 30 minute in class presentation by your team. The project will be graded up to 100 pts and then scaled to the 15pt weight. Grading will be according to the rubric at the end of the syllabus.

Reports for project can utilize any style guide, but must be formatted and referenced.

Two midterm exams (15 weighted pts each) and a comprehensive final exam (20 weighted pts) will be given during the semester. (SLO 1-5)
Grading Criteria Rubric and Conversion

<table>
<thead>
<tr>
<th>Activity</th>
<th>% of Final Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midterm Exams (2 @ 20%)</td>
<td>30</td>
</tr>
<tr>
<td>Homework</td>
<td>20</td>
</tr>
<tr>
<td>Team Project</td>
<td>30</td>
</tr>
<tr>
<td>Final Exam</td>
<td>20</td>
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</tbody>
</table>

Course Grades will be assigned by the following scale based on weighted grade percentage:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Weighted Grade (%)</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>&gt;= 90.00</td>
</tr>
<tr>
<td>B</td>
<td>80.00 - 89.99</td>
</tr>
<tr>
<td>C</td>
<td>70.00 - 79.99</td>
</tr>
<tr>
<td>D</td>
<td>60.00 - 69.99</td>
</tr>
<tr>
<td>F</td>
<td>&lt; 60.00</td>
</tr>
</tbody>
</table>

Posting of Grades
All turned in work will be graded within 2 weeks and results posted on Canvas.

Grading Policies

Webex Participation
Students are encouraged to participate during Webex sessions. Participation includes leaving videos feed on and unmuting mics often to ask or respond to questions.

Late Work
Late work will not be accepted without prior approval. You must plan your time well in order to turn things in on time. If there are extenuating circumstances, an individual extension may be granted after speaking with the instructor. Emergencies will be accommodated.

Missed exams
If you cannot make an exam session, you must schedule an alternative time period beforehand. Missed exams should be taken before the scheduled time, but must be taken within a week of the actual exam.

Appeals
If the student wishes to appeal a grade, they must do so within 1 week of receiving the graded paper. Students should save all their work to ensure that no clerical errors are made in grade reporting.
## COURSE OUTLINE AND CALENDAR

### Complete Course Calendar

<table>
<thead>
<tr>
<th>Week/Dates</th>
<th>Chapters</th>
<th>Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>1- Jan 20</td>
<td>1</td>
<td>Quality in Business organizations</td>
</tr>
<tr>
<td>2- Jan 25,27</td>
<td>1,2</td>
<td>Population, Sampling, Variation</td>
</tr>
<tr>
<td>3- Feb 1,3</td>
<td>2</td>
<td>Data distribution</td>
</tr>
<tr>
<td>4- Feb 8,10</td>
<td>2</td>
<td>Central tendency, dispersions</td>
</tr>
<tr>
<td>5- Feb 15</td>
<td>1</td>
<td>Exam 1</td>
</tr>
<tr>
<td>6- Feb 17,22,24</td>
<td>3</td>
<td>Control Charts</td>
</tr>
<tr>
<td>7- Feb 31, Mar 1</td>
<td>3</td>
<td>Control Charts For Variables</td>
</tr>
<tr>
<td>8- Mar 3,8</td>
<td>4</td>
<td>Control Charts For Attributes</td>
</tr>
<tr>
<td>8- Mar 11</td>
<td>4</td>
<td>Probability of Events</td>
</tr>
<tr>
<td>9- Mar 22,24</td>
<td>4</td>
<td>Discrete Distribution</td>
</tr>
<tr>
<td>10- Mar 29</td>
<td>2</td>
<td>Exam 2</td>
</tr>
<tr>
<td>11-Mar 31, Apr 5</td>
<td>6</td>
<td>Continuous Distributions</td>
</tr>
<tr>
<td>12- Apr 7,12</td>
<td>6</td>
<td>Sample lots</td>
</tr>
<tr>
<td>13/14/15- Apr 14,19,21,26</td>
<td>6</td>
<td>Continuous production, Capability and reliability</td>
</tr>
<tr>
<td>17- Apr 28, May 3,5</td>
<td>7,8</td>
<td>DMAIC, 3&amp;6sigma Concepts</td>
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<tr>
<td>18- May 11</td>
<td></td>
<td>Final Exam</td>
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</tbody>
</table>

### Important University Dates

See the Academic Calendar: [https://www.tamuct.edu/registrar/academic-calendar.html](https://www.tamuct.edu/registrar/academic-calendar.html)

### TECHNOLOGY REQUIREMENTS AND SUPPORT

Computer access will be needed to attend lectures and complete homework and projects.

**Technology Requirements**

This course will use the A&M-Central Texas Instructure Canvas learning management system. We strongly recommend the latest versions of Chrome or Firefox browsers. Canvas no longer supports any version of Internet Explorer.

Logon to A&M-Central Texas Canvas [https://tamuct.instructure.com/] or access Canvas through the TAMUCT Online link in myCT [https://tamuct.onecampus.com/]. You will log in through our Microsoft portal.

**Username:** Your MyCT email address. **Password:** Your MyCT password

**Canvas Support**

Use the Canvas Help link, located at the bottom of the left-hand menu, for issues with
Canvas. You can select “Chat with Canvas Support,” submit a support request through “Report a Problem,” or call the Canvas support line: 1-844-757-0953.

For issues related to course content and requirements, contact your instructor.

**Online Proctored Testing**

A&M-Central Texas uses Proctorio for online identity verification and proctored testing. This service is provided at no direct cost to students. If the course requires identity verification or proctored testing, the technology requirements are: Any computer meeting the minimum computing requirements, plus web camera, speaker, and microphone (or headset). Proctorio also requires the Chrome web browser with their custom plug in.

**Other Technology Support**

For log-in problems, students should contact Help Desk Central

24 hours a day, 7 days a week

Email: helpdesk@tamu.edu
Phone: (254) 519-5466
Web Chat: [http://hdc.tamu.edu]

*Please let the support technician know you are an A&M-Central Texas student.*

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**UNIVERSITY RESOURCES, PROCEDURES, AND GUIDELINES**

**Drop Policy**

If you discover that you need to drop this class, you must complete the [Drop Request Dynamic Form](https://dynamicforms.ngwebsolutions.com/casAuthentication.ashx?InstID=eaed95b9-f2be-45f3-a37d-46928168bc10&targetUrl=https%3A%2F%2Fdynamicforms.ngwebsolutions.com%2FSSubmit%2FForm%2FStart%2F53b8369e-0502-4f36-be43-f02a4202f612].

Faculty cannot drop students; this is always the responsibility of the student. The Registrar’s Office will provide a deadline on the Academic Calendar for which the form must be completed. Once you submit the completed form to the Registrar’s Office, you must go into Warrior Web and confirm that you are no longer enrolled. If you still show as enrolled, FOLLOW-UP with the Registrar’s Office immediately. You are to attend class until the procedure is complete to avoid penalty for absence. Should you miss the drop deadline or fail to follow the procedure, you will receive an F in the course, which may affect your financial aid and/or VA educational benefits.

**Academic Integrity**

Texas A&M University -Central Texas values the integrity of the academic enterprise and strives for the highest standards of academic conduct. A&M-Central Texas expects its students, faculty, and staff to support the adherence to high standards of personal and scholarly conduct to
preserve the honor and integrity of the creative community. Academic integrity is defined as a commitment to honesty, trust, fairness, respect, and responsibility. Any deviation by students from this expectation may result in a failing grade for the assignment and potentially a failing grade for the course. Academic misconduct is any act that improperly affects a true and honest evaluation of a student’s academic performance and includes, but is not limited to, working with others in an unauthorized manner, cheating on an examination or other academic work, plagiarism and improper citation of sources, using another student’s work, collusion, and the abuse of resource materials. All academic misconduct concerns will be referred to the university’s Office of Student Conduct. Ignorance of the university’s standards and expectations is never an excuse to act with a lack of integrity. When in doubt on collaboration, citation, or any issue, please contact your instructor before taking a course of action.

For more information regarding the Student Conduct process, [https://www.tamuct.edu/student-affairs/student-conduct.html].

If you know of potential honor violations by other students, you may submit a report, [https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=0].

**Academic Accommodations**

At Texas A&M University-Central Texas, we value an inclusive learning environment where every student has an equal chance to succeed and has the right to a barrier-free education. The Office of Access and Inclusion is responsible for ensuring that students with a disability receive equal access to the university’s programs, services and activities. If you believe you have a disability requiring reasonable accommodations please contact the Office of Access and Inclusion, WH-212; or call (254) 501-5836. Any information you provide is private and confidential and will be treated as such.

For more information please visit our Access & Inclusion Canvas page (log-in required) [https://tamuct.instructure.com/courses/717]

**Important information for Pregnant and/or Parenting Students**

Texas A&M University-Central Texas supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and related guidance from US Department of Education’s Office of Civil Rights, the Dean of Student Affairs’ Office can assist students who are pregnant and/or parenting in seeking accommodations related to pregnancy and/or parenting. Students should seek out assistance as early in the pregnancy as possible. For more information, please visit Student Affairs [https://www.tamuct.edu/student-affairs/index.html]. Students may also contact the institution’s Title IX Coordinator. If you would like to read more about these requirements and guidelines online, please visit the website [http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf].

Title IX of the Education Amendments Act of 1972 prohibits discrimination on the basis of sex and gender—including pregnancy, parenting, and all related conditions. A&M-Central Texas is
able to provide flexible and individualized reasonable accommodation to pregnant and parenting students. All pregnant and parenting students should contact the Associate Dean in the Division of Student Affairs at (254) 501-5909 to seek out assistance. Students may also contact the University’s Title IX Coordinator.

**Tutoring**

Tutoring is available to all A&M-Central Texas students, on a remote online basis. Visit the Academic Support Community in Canvas to view schedules and contact information. Subjects tutored on campus include Accounting, Advanced Math, Biology, Finance, Statistics, Mathematics, and Study Skills. Student success coaching is available online upon request.

If you have a question regarding tutor schedules, need to schedule a tutoring session, are interested in becoming a tutor, success coaching, or have any other question, contact Academic Support Programs at (254) 501-5836, visit the Office of Student Success at 212F Warrior Hall, or by emailing studentsuccess@tamuct.edu.

Chat live with a tutor 24/7 for almost any subject from on your computer! Tutor.com is an online tutoring platform that enables A&M-Central Texas students to log in and receive online tutoring support at no additional cost. This tool provides tutoring in over 40 subject areas except writing support. Access Tutor.com through Canvas.

**University Writing Center**

The University Writing Center (UWC) at Texas A&M University–Central Texas (TAMUCT) is a free service open to all TAMUCT students. For the Spring 2021 semester, all services will be online as a result of the COVID-19 pandemic. The hours of operation are from 10:00 a.m.-5:00 p.m. Monday thru Thursday with satellite hours Monday thru Thursday from 6:00-9:00 p.m. The UWC is also offering hours from 12:00-3:00 p.m. on Saturdays.

Tutors are prepared to help writers of all levels and abilities at any stage of the writing process. By providing a practice audience for students’ ideas and writing, our tutors highlight the ways in which they read and interpret students’ texts, offering guidance and support throughout the various stages of the writing process. While tutors will not write, edit, or grade papers, they will assist students in developing more effective composing practices. Whether you need help brainstorming ideas, organizing an essay, proofreading, understanding proper citation practices, or just want a quiet place to work, the UWC is here to help!

Students may arrange a one-to-one session with a trained and experienced writing tutor by making an appointment via WConline (https://tamuct.mywconline.com/). In addition, you can email Dr. Bruce Bowles Jr. at bruce.bowles@tamuct.edu if you have any questions about the UWC and/or need any assistance with scheduling.
University Library

The University Library provides many services in support of research across campus and at a distance. We offer over 200 electronic databases containing approximately 250,000 eBooks and 82,000 journals, in addition to the 85,000 items in our print collection, which can be mailed to students who live more than 50 miles from campus. Research guides for each subject taught at A&M-Central Texas are available through our website to help students navigate these resources. On campus, the library offers technology including cameras, laptops, microphones, webcams, and digital sound recorders.

Research assistance from a librarian is also available 24 hours a day through our online chat service, and at the reference desk when the library is open. Research sessions can be scheduled for more comprehensive assistance, and may take place on Skype or in-person at the library. Assistance may cover many topics, including how to find articles in peer-reviewed journals, how to cite resources, and how to piece together research for written assignments.

Our 27,000-square-foot facility on the A&M-Central Texas main campus includes student lounges, private study rooms, group workspaces, computer labs, family areas suitable for all ages, and many other features. Services such as interlibrary loan, TexShare, binding, and laminating are available. The library frequently offers workshops, tours, readings, and other events. For more information, please visit our Library website [http://tamuct.libguides.com/index].

For Spring 2021, all reference service will be conducted virtually. Please go to our Library website [http://tamuct.libguides.com/index] to access our virtual reference help and our current hours.

OPTIONAL POLICY STATEMENTS

A Note about Sexual Violence at A&M-Central Texas

Sexual violence is a serious safety, social justice, and public health issue. The university offers support for anyone struggling with these issues. University faculty are mandated reporters, so if someone discloses that they were sexually assaulted (or a victim of Domestic/Dating Violence or Stalking) while a student at TAMUCT, faculty members are required to inform the Title IX Office. If you want to discuss any of these issues confidentially, you can do so through Student Counseling (254-501-5955) located on the second floor of Warrior Hall (207L).

Sexual violence can occur on our campus because predators often feel emboldened, and victims often feel silenced or shamed. It is incumbent on ALL of us to find ways to actively create environments that tell predators we don’t agree with their behaviors and tell survivors we will support them. Your actions matter. Don’t be a bystander; be an agent of change. For additional information on campus policy and resources visit the Title IX webpage [https://www.tamuct.edu/compliance/titleix.html].

Behavioral Intervention
Texas A&M University-Central Texas cares about the safety, health, and well-being of its students, faculty, staff, and community. If you are aware of individuals for whom you have a concern, please make a referral to the Behavioral Intervention Team. Referring your concern shows you care. You can complete the referral online [https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2].

Anonymous referrals are accepted. Please see the Behavioral Intervention Team website for more information [https://www.tamuct.edu/student-affairs/bat.html]. If a person’s behavior poses an imminent threat to you or another, contact 911 or A&M-Central Texas University Police at 254-501-5800.

OTHER POLICIES

Copyright Notice

Students should assume that all course material is copyrighted by the respective author(s). Reproduction of course material is prohibited without consent by the author and/or course instructor. Violation of copyright is against the law and Texas A&M University-Central Texas’ Code of Academic Honesty. All alleged violations will be reported to the Office of Student Conduct.

Copyright. 2020 by Art Namphong at Texas A&M University-Central Texas, College of Arts and Sciences; 1001 Leadership Place, Killeen, TX 76549; 254-510-5414; art.namphong@tamuct.edu
<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent (A) 95%</th>
<th>Good (B) 85%</th>
<th>Fair (C) 75%</th>
<th>Poor (D) 65%</th>
<th>Fail (F) 0%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cover Sheet included with title of proposal, team members, course info, and date. Overview clearly describes the content of the proposal. Gives a clear indication of the objectives, scope, and expected results. Provides key words and phrases.</td>
<td>Cover Sheet has all needed information. Overview describes the content of the proposal and give an adequate indication of the objectives, scope, and expected results.</td>
<td>Cover Sheet missing information. Overview refers to, but do not describe, content of the proposal including objectives, scope, and expected results.</td>
<td>No Cover Sheet. Overview omits content of the proposal including objectives, scope, and expected results.</td>
<td>No submission / No effort exhibited</td>
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<tr>
<td>Comments:</td>
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<tr>
<td>Problem Analysis and Problem Specification (18%)</td>
<td>Clearly identify the key stakeholders and the problem being addressed. Gives appropriate context and background to the project including previous solutions with a literature review. Clearly identifies the objective of the proposal. Fully discusses the economic, ethical, and other considerations of the needed solution.</td>
<td>Stakeholders and problem identified. Context and background provided. Objective Identified and discussion of considerations.</td>
<td>Some stakeholders missed and problem unclear. Weak context and background. Considerations not fully discussed.</td>
<td>Weak identification of stakeholders and problem. Minimal background provided and discussion of considerations.</td>
<td>No submission / No effort exhibited</td>
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<tr>
<td>Comments:</td>
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<tr>
<td>Analysis of potential solution and Solution Description (18%)</td>
<td>Describes the proposed solution clearly and with appropriate depth. Fully explains technical design specifications and requirements and how available resources and personnel meet these. Expected outcome is defined and measurable. High quality risk analysis included. Details included in the appendices as appropriate.</td>
<td>Proposed solution described with appropriate depth. Technical design specifications and ways these will be met. Defined and measurable outcome included with risk analysis. Appropriate details in appendix.</td>
<td>Partially described solution and specifications given. Outcome defined but not measurable. Poor risk analysis and missing appendix details.</td>
<td>Poorly described solution and specifications. Outcome poorly defined. Faulty risk analysis and missing appendix details.</td>
<td>No submission / No effort exhibited</td>
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<td>Score:</td>
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# ENGT 3320: Quality Control Project

<table>
<thead>
<tr>
<th>Proposal Rubric</th>
<th>Team Name: ____________________</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Statement of Work</strong> (10%)</td>
<td>A comprehensive task list is included with full descriptions. A reasonable project schedule is included graphically displaying the tasks, milestones, and deliverables. Any scope exclusions are listed.</td>
</tr>
<tr>
<td><strong>Cost/Business Analysis and PPT presentation/ sales bid</strong> (25%)</td>
<td>A strong budget is included. Appropriate discussion of the market and potential competitors. Strong presentation to a potential customer. Any IP considerations are addressed. If the proposal is for a new venture, appropriate documents such as a business model canvas are included.</td>
</tr>
<tr>
<td><strong>Bibliography and Appendices</strong> (10%)</td>
<td>Provides a complete list of references used in the proposal using a citation style (e.g. APA, MLA). Any additional documents needed to support the proposal included in an appendix.</td>
</tr>
<tr>
<td><strong>Report format and quality</strong> (20%)</td>
<td>Proposal is presented in an orderly and logical way. Format is very clean with no grammatical issues. High-quality illustrative materials (tables and figures) to support proposal.</td>
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<tr>
<th>Comments:</th>
<th>Score:</th>
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<tr>
<th>Final Score</th>
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