

TWO SPECIAL ASSIGNMENTS FOR PRACTITIONERS

The following pages provide two assignments for readers who are currently working in any position in any organization.

1. Application Assignment

This assignment requires the reader to identify and describe applications of twenty concepts covered in the text.

The instructor may want to have these submitted in two groups of ten each. Also, the instructor may want to return the assignment with comments and suggestions.

2. Personal Career Assignment

This assignment requires the reader to identify three quality-related topics that could further his or her personal career development.

The instructor may want to return the assignment with comments and suggestions. Also, a sample of the submissions could form the basis of a class discussion.

APPLICATION ASSIGNMENT

During the semester, certain topics will be discussed. The attached list states most of them. (There may be others that you have gathered from the discussions or, perhaps, created yourself as a result of the discussions.)

The assignment is to consider possible applications of these concepts to your organization. Thus, this assignment can help your organization by identifying applications of quality concepts. This should be done in the following manner:

1. Select a minimum of twenty concepts.
2. For each concept, define a single specific application that might be a possibility in some area of your own organization.

These applications should concentrate on concepts that have not been used in your organization. If it is helpful to your organization, you may describe a concept which has already been applied but, perhaps, is not working as effectively as desired.

The application of each concept should be described in the attached format. This form will help you keep the definition down to a bare outline. There is no need to discuss any of the applications. Use a separate form for each concept.

Submit this in two parts--two groups of ten applications each on the assigned dates (for a total of twenty applications for the semester).

Please submit the original and one copy of all of your answers. You will receive a copy back. Staple the original set together and separately staple the copies together. Do not use any type of cover folder.

List of Topics

1. Defining quality for our product
2. Fitness for use versus conformance to specification
3. Calculation of the cost of poor quality
4. Electronic commerce and quality
5. Survey of quality culture
6. Assessing a quality system to Baldrige or ISO 9000
7. The improvement sequence or any element in the sequence
8. The planning sequence or any element in the sequence
9. The control sequence or any element in the sequence
10. Management-controllable and worker-controllable errors
11. Diagnosis techniques for quality improvement
12. Subspecies of worker errors
13. Balanced scorecard
14. Use of the Quality Council in quality improvement
15. Cross-functional improvement teams
16. Self-managing teams
17. Workforce teams
18. Recognition and reward for quality
19. Process management
20. Strategic quality management
21. Quantification of reliability and maintainability
22. Quality function deployment
23. Reliability apportionment or reliability prediction
24. Project management
25. Design review
26. Failure mode, effect and criticality analysis
27. Six sigma approach
28. Project management
29. Treating the supplier as part of the company team
30. Quality survey of suppliers
31. Supplier quality specifications
32. Histogram plots of supplier data in lieu of inspection
33. Supplier rating
34. Concept of self-control
35. Process capability
36. Statistical control charts
37. Quality of face-to-face contacts with customers
38. Customer satisfaction vs customer loyalty
39. Analysis of customer complaint data
40. Customer relationship management
41. Applications to administrative and support activities
42. Learning organization
43. Quality information technology services
44. Quality audit
45. Reports on quality

Problem: (What is the deficiency in an output that needs to be improved?)

Name of Topic: (Name of quality topic from course and chapter number from Quality Planning and Analysis)

Application of Topic to Problem: (One or two sentences on how topic would be applied to the problem)

Potential Advantages to Company and/or User: (Benefits from applying topic)

Overcoming Obstacles

Obstacles	Means of overcoming obstacles
(It can't be done because...")	("But, maybe we could try...")

List two to four obstacles.

List means of overcoming obstacles.

PERSONAL CAREER ASSIGNMENT

In this assignment, you are asked to identify and do preliminary planning on three quality-related topics that could enhance your personal career development.

Throughout the course, we will discuss a variety of specific quality management topics. Some of these may apply to your personal job in the outside world (i.e., application of a concept may make you more effective in your present position or help prepare you for other responsibilities). This assignment will give you an opportunity to identify some quality-related actions for you to take to further your career objectives. Here are a few examples of such actions:

Meet with your external and/or internal customers to understand their needs in depth and plan your work to meet their needs.

Meet with your external and/or internal suppliers to learn their needs and plan accordingly.

Define quality measurements for your output and plan data collection.

Identify and analyze a specific quality-related problem in your area of work.

Identify several quality-related company-wide problems and suggest to management an approach for analyzing these problems

Suggest to management why your organization should investigate a more formal approach to quality.

The assignment is this:

1. Select three quality-related actions that you could take to further your career.
2. For each of these actions, define the four to eight steps for you to take to accomplish the desired result. Each step should be stated in one sentence.

This written assignment is meant to be short--about three pages double-spaced.