

(—; 3-0-0)

Quality Management

STAT-465*

Working today in business, industry and government involves contributing as a team member to continuous improvement of the process, goods or services. What tools does a statistician bring to this workplace? This course provides an overview and some real practice at using some of the tools used in modern quality management. The course is based on the Six Sigma and Lean Manufacturing approach.

Textbooks (Required): *Course Notes, 2005*
MINITAB (fully functional 30-day download demo)

Prerequisite: One statistics course, and an interest in quality improvement. Course will be of interest and use to people intending to work in organizations where processes and systems may be measured and improved.

Instructor: Hélène Lagacé

Computing Requirements:

There will be extensive use of spreadsheets. Excel is recommended.

Students will be expected to do some of the assignments in MINITAB.

Evaluation:

There will be no final exam. Assessment will be based on assignments and in-class tests.