

(—; 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. Content of this course follows the Body of Knowledge for the Certified Quality Engineer designation from the American Society for Quality. Based on the number of exam questions in topic areas, this course covers about 40% of the material required for the exam.

Textbooks (Required): *Course Notes, 2003*

STATISTICA fully functional 90-day limited version on CD ROM

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. Examples and additional topics will be chosen to reflect areas of study and/or application of the students.

Instructor: H el ene Lagac e

Computing Requirements:

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

Students will be expected to do some of the assignments in STATISTICA – and there will be a lab session to practice using the software.

Evaluation:

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