

Quality Management and Six Sigma in Construction Management
CNST 6370

Course Description

The objective of this course is to familiarize the student with the principles and techniques associated with total quality management and six sigma concepts as practiced in industry today. The course is pragmatic in its approach and will afford the student not only opportunities to learn, but also to observe these principles in practice and to practice them in the “real” world of their daily lives. The student will learn how to observe, investigate and analyze quality management principles in the business world, in the academic world, and in their own lives. This course will consist of a series of modules and student homework that will explore and illustrate the various principles of quality management. The lessons learned will be reinforced with homework assignments. There is no required textbook for this course. Many up-to-date modules will be supplied.

Course Prerequisites

Graduate standing or consent of instructor.

Textbook

No Textbook required.

Schedule of Topics*

1. TQM Introduction
2. TQM History, Awards, Trend
3. TQM Purpose, 4 Main Process: Quality Definition, Quality Assurance
4. 4 Main Process: Quality Control, Quality Improvement
5. Continuous Quality Improvement (CQI)
6. Leadership
7. Quality Gurus
8. ISO 9000 Series and QFD
9. Benchmarking as a TQM Tool
10. Six Sigma: Introduction, Success Factors, Methodology
11. Six Sigma for Large Project
12. Six Sigma for Small Project
13. TQM Sample in Construction Industry

Academic Honesty

The instructor reserves the right to adjust letter grades, upward only, based on individual attendance and class participation if numerical grade warrants such consideration. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and dismissal from The University. Since dishonesty harms the individual, all students, and the integrity of The University, policies on scholastic dishonesty will be strictly enforced.

Students with Disabilities

University of Houston provides, upon request, appropriate academic adjustments for qualified students with disabilities. Any student with a documented disability (physical or cognitive) who requires academic accommodations should contact the Center for Students with Disabilities (713/743-5400) for more assistance.

Exam Policy

Exams will include material covered in class discussions and homework assignments. Make-up exams will be given only in the event of a verified emergency or doctor-verified sickness. The student is responsible for all reading assignments and class handouts whether or not covered in class or listed on the syllabus.

Course/Instructor Evaluation

A course/instructor evaluation will be conducted in class during the last scheduled lecture. Any suggestions you have on improving the course, however, are welcome throughout the term.

UH CAPS Statement

Counseling and Psychological Services (CAPS) can help students who are having difficulties managing stress, adjusting to the demands of a professional program, or feeling sad and hopeless. You can reach CAPS (UH main campus www.uh.edu/caps, or UH Sugar Land campus <http://www.uh.edu/dsaes/uhsugarland/>) by calling 713-743-5454 during and after business hours for routine appointments or if you or someone you know is in crisis. No appointment is necessary for the “Let's Talk” program, a drop-in consultation service at convenient locations and hours around campus.

UH main campus http://www.uh.edu/caps/outreach/lets_talk.html

UH Sugar Land campus <http://www.uh.edu/dsaes/uhsugarland/>

For detailed information about Disabilities, Religious Holy Days, the Academic Calendar, and Academic Honesty, and other information, please visit the UH website:

http://www.uh.edu/provost/stu/stu_syllabsuppl.html