

COURSE TITLE BLACKBOARD SITE	Project Quality and Risk Management Spring 2011 – http://my.ltu.edu and select CRN 3889
INSTRUCTOR	Sharon Pohly Adjunct Professor spohly@ltu.edu Cell Phone 248.249.0500 Virtual office hours by appointment
SCHEDULE	January 10, 2010 – April 23, 2010 Refer to http://www.ltu.edu/registrars_office/calendar_final_exam.index.asp for the last date to withdraw and other important registration related information.
LEVEL/ HOURS PREREQUISITE	Graduate Degree / 3 credit hours
REQUIRED TEXT (See Blackboard for additional resources)	Frame, J. Davidson Managing Risk in Organizations: A Guide for Managers ISBN: 978-0-7879-6518-1 Hardcover Quality Management Rose, Kenneth, PMP. "Project Quality Management:Why,What,How". J Ross Publishing, 2005. ISBN10:1932159487 ISBN13:9781932159486 Available for online purchase through LTU Bookstore at: http://lawrence-tech1.bkstore.com/bkstore/TextbookSelection.do?st=489
ADDITIONAL RESOURCES	LTU Online student resources: http://www.ltu.edu/ltuonline/
TECHNICAL SUPPORT	Technical support for using Blackboard is provided by the Helpdesk. Visit www.ltu.edu/ehelp or 248.204.2330 or helpdesk@ltu.edu

This fully online course begins with a partial week online course orientation period to familiarize yourself with the online learning environment and to meet online or via the phone with your instructor. Each subsequent week starts on a Monday and ends on a Sunday.

Dates	Modules	Topics / Readings	Assignments Due
Prior to Semester Start and Jan 10 – Jan 12	Module 0	Overview of textbook Online Learning Orientation Course Orientation and group formation	Quiz on course outline (5 points) Introductory Post and Response Posts
Week of Jan 10 – Jan 16	Module 1 Quality Basics and the History of Quality Assurance	Text- Rose Chapter 1 pp.3-12; Chapter 2 pp.13-25 Chapter 3 pp 27-37	Bb Discussion Board Forums 3 pts
Week of Jan 17 – Jan 23	Module 2 Project Quality Planning	Test- Rose Chapter 4 pp. 41-59	Bb Discussion Board Forums 3 pts
Week of Jan 24 – Jan 30	Module 3 Project Quality Assurance, Quality Control and Quality Improvement	Text- Rose Chapter 5– 60-65 Chapter 6 67-73	Bb Discussion Board Forums 3 pts
Week of Jan 31 – Feb 6	Module 4 Project Quality Tools Part 1	Text- Rose Chapter 7 – pp.77-93	Bb Discussion Forum Basic data analysis – creating a histogram using documentation from textbook website.
Week of Feb 7 – Feb 13	Module 5 Project Quality Tools Part 2	Text- Rose Chapter 8,9 – pp.95-122	Bb Discussion Forum Cause and effect diagram – Using the template available at JRoss complete exercise 1 on page 119, and hand in by Saturday at midnight.
Week of Feb 14 – Feb 20	Module 6 Project Quality Tools Part 3	Text- Rose Chapter 10, 11, 12 – 123-163	Bb Discussion Board Forums
Week of Feb 21 – Feb 27	Module 7 Six Sigma	Six Sigma Executive Overview Presentation	Bb Discussion Board Forums
Week of Feb 28 – Mar 6	Module 8	Mid-term Case Study Due	
Mid-semester Break – No Classes			

Dates	Modules	Topics / Readings	Assignments Due
Week of Mar 14 – Mar 20	Module 9 Introduction to Project Risk Management	Text- Frame Chpts 1,2 and 3	Bb Discussion Board Forums 3 pts
Week of Mar 21 – Mar 27	Module 10 Risk Organization and Identification, Qualitative Risk Mgt	Text – Frame Chpts 4,5,6	Bb Discussion Board Forums 3 pts
Week of Mar 28 – Apr 3	Module 11 – Quantitative Risk Assessment, Probability and Statistics in Risk Management	Frame 6 & 7	Bb Discussion Board Forums 3 pts Quiz on Probability and statistics
Week of Apr 4 – Apr 10	Module 13 - Planning for Risk management, Monitoring and Controlling Risk	Frame Chpt 8,9	Bb Discussion Board Forum Exercise – Quantitative Risk Analysis
Week of Apr 11 – Apr 17	Module 14 - Business Risk, Operational Risk, Project Risk	Frame Chpt 10,11,12	Bb Discussion Board Forums 3 pts
April 22 nd 11:59pm	Final Exams	Risk Management Case Study (Grovesnor Park) due	

STUDENT EVALUATION

The course has 6 assignments totaling 70 points. Letter grades are awarded based on the total number of points achieved. Points will deducted for late assignments. The remainder of the points will be based on the initial quiz and quality and quantity of participation in the on-line discussion board.

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Assignments	Points
Histogram exercise	5
Cause and effect diagram exercise	5
Quality Journey	25
Quiz on Probability and Statistics	5
Exercise on contingency accounts	5
Risk Case Study	25
Initial Quiz and Online Participation	30
Total Points	100

Class Points	Letter Grade
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96 and above	A
90 – 95	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
61 – 70	D (Undergrad Only)
60 and below	E

Note: Grades lower than a "B" fall below the LTU graduate standard

EDUCATIONAL GOALS

The intention of this course is to provide an understanding of both quality and risk management concepts as they apply to project management.

STUDENT LEARNING OBJECTIVES / OUTCOMES

The objectives of this course are for the students to be able to:

1. Understand and apply the risk identification process
2. Assess risks both qualitatively and quantitatively
3. Understand differences between risks and uncertainties
4. Understand differences between risks and opportunities
5. Prioritize the risks according to their impact significance on the overall project
6. Create and use a risk register in managing project quality
7. Lead risk management at the project level, understand and explain its application at the program and portfolio level
8. Understand basic six sigma and quality improvement tools, including the DMAIC cycle
9. Apply the appropriate tools and techniques to improve project and product quality
10. Develop and implement a quality plan within a project, program or portfolio

PREREQUISITE SKILLS

The student should have a basic understanding of project management concepts, either through a graduate level course project management or through practical experience.

INSTRUCTIONAL METHODS AND COURSE ORGANIZATION

Blackboard Learning Environment – Blackboard at my.ltu.edu contains the syllabus, all assignments, reading materials, streaming videos, narrated PowerPoint mini-lectures, podcasts, written lecture notes, chapter quizzes, links to Web resources, and discussion forums. You will submit all assignments via Blackboard, and are expected to participate regularly in discussion topics. Please take time to familiarize yourself with the organization of the Blackboard site. You will want to check the site frequently for announcements reminding you of new resources and upcoming assignments.

Student/Instructor Conversations – Students keep in touch with the instructor via e-mail messages and telephone conference calls.

Self-Assessments – Pre- and post- self-assessment tools will help students measure their entering skills and progress during the course.

Required Reading – Textbook chapters should be read according to the schedule outlined in the syllabus. Chapters will be discussed online.

Publisher Web Site – The publisher of our quality text has a website with templates that will be required for two assignments during our quality segment. The website is:
<http://www.jrosspub.com/>

CLASS POLICIES AND EXPECTATIONS

I plan to offer you a valuable learning experience, and expect us to work together to achieve this goal. Here are some general expectations regarding this course:

Each student has a LTU email account. If you wish to use a different email address for this course, please **change your email address in Blackboard under “Blackboard Tools”, then “Personal Information”** and send an email to me so I can store your address in my email directory.

Readings, discussion forum participation, and written assignments must be completed according to the class schedule. It is important to contact the instructor as needed to discuss personal needs regarding course requirements and assignments.

It is essential that all students actively contribute to the course objectives through their experiences and working knowledge.

All assignments must be submitted on schedule, via Blackboard, and using Microsoft Office compatible software. If you need to submit an assignment via email, contact the instructor in advance.

Assignments must be completed to an adequate standard to obtain a passing grade. Requirements for each assignment are detailed in this syllabus.

Be prepared to log into Blackboard at least once each day. Please focus your online correspondence within the appropriate Blackboard discussion forums so that your colleagues can learn from you.

At midterm and at the end of the course, you will be invited to participate in a University evaluation of this course. Your feedback is important to the University, to LTU Online, and to me as an instructor, and I encourage you to participate in the evaluation process.

It is important for you as students to know what to expect from me as your instructor:

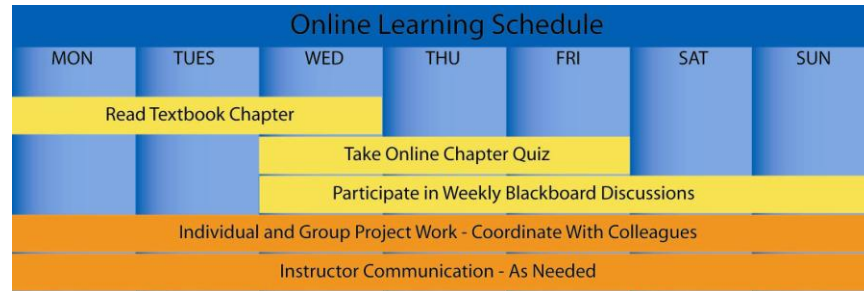
- I will be available to you via e-mail and phone, and will with 24 hours reply to your messages.
- I will be available to you for face-to-face appointments as requested.
- I will maintain the Blackboard web site with current materials, and will resolve any content-related problems with 24 hours as they are reported to me.
- I will send out a weekly e-mail update to all class members to guide upcoming work and remind you of assignment due dates.
- I will return all assignments to you with 48 hours, and will include individualized comments and suggestions with each assignment.
- I will hold our personal written or verbal communications in confidence. I will not post any of your assignments for viewing by the class without requesting your approval in advance.
- I will treat all members of the class fairly, and will do my best to accommodate individual learning styles and special needs.
- If any of these points need clarification, or when special circumstances arise that require my assistance, please contact me so that we can discuss the matter personally.

PRACTICAL GUIDELINES FOR CLASS LOAD EXPECTATIONS

A three-credit course generally requires at least nine hours per week of time commitment. Here are some practical guidelines to help schedule your time commitments for this online course:

- A 14-week semester (the Summer semester is compressed into 10 weeks) would require at least 126 hours of time commitment to successfully complete all readings, activities, assignments, and texts as described in this syllabus.
- You should reserve at least 6 hours per week to read the required textbook chapters and resources, participate in online discussions, review presentation materials, and work through assignments. This effort will total at least 84 hours over the course of the semester.
- You should organize your remaining time to roughly correspond with the point value of each major assignment. This means that you should plan to spend at least:
 - 21 hours preparing your quality case study;
 - 21 hours preparing your risk case study .

These guidelines may not reflect the actual amount of outside time that you – as a unique individual with your own learning style – will need to complete the course requirements. The number of hours each week will vary based on assignment due dates, so please plan ahead to insure that you schedule your academic, work, and personal time effectively. The following graphic can be used to guide you in planning your weekly course work to remain on schedule:



ASSIGNMENT DETAILS

Course assignments and evaluation criteria are detailed below. Please review these requirements carefully. See the section Academic Resources / Assessment Guidelines for information about assessment of written and oral presentations.

Details for all assignments are shown below. Please note that you should not submit any assignments to the Blackboard “Digital Drop Box.” All assignments are submitted using the Blackboard “Assignments” or “SafeAssign” function. Some assignments are also posted to the Blackboard Discussion Forum for student comments.

Assignment Quality Journey Case Study (25 Points)

Overview – The purpose of this exercise is to practice the project quality concepts which you have learned on a real life case study. Please read the case study, and place yourself in the project quality manager role. Your task is to create a quality journey for this case.

Deliverables and Evaluation –

Your case will be evaluated based on the following for a total of 30 points

- Title Page – 1 points
- Organization and overall writing quality – 1 points
- Assignment submitted on time – 1 point

Your document should have the following sections. Maximum point values per section are listed.

- Customers – 1 points
- Requirements – 2 points
- Specifications – 2 points
- Quality activities and metrics organized into a quality plan – 8 points
- Quality Control – Specific actions you will take to control quality – 5 points

Plan-Do-Study – Select three issues in the case. Describe how you will implement the Plan-Do-Study cycle. Describe the tools and metrics which you will use. 4 points

Assignment Risk Management Case Study (25 Points)

Overview – The purpose of this exercise is to practice the risk concepts which you have learned on a real life case study. Please read the case study, and place yourself in the project risk manager role. Your task is to create a risk assessment of the Grovesner project for your boss, Dick Dubin. This assessment should be no more than 10 pages, double spaced, 1” margin, Times New Roman 12 pt font.

Deliverables and Evaluation –

Your case will be evaluated based on the following for a total of 25 points

- Title Page – 1 points
- Organization and overall writing quality – 1 points
- Assignment submitted on time – 1 point

Your document should have the following sections. Maximum point values per section are listed.

Risk Plan – 2 points

1. Objectives in handling risk
2. Results of a highly successful project, an expected project and a failed project

Risk Identification – 5 points

Identify and categorize the risks that in this project

Risk Impacts – 5 points

For each identified risk describe the qualitative and/or quantitative impacts

Risk Handling Strategies – 5 points

For each identified risk describe the risk handling strategy

Recommended methods for on-going risk monitoring and controlling - 5 points

Describe the on-going actions to monitor and control risk throughout the project

Quizzes, Exercises and Online Participation (30 points)

Each student is expected to actively participate in online activities. Class participation is evaluated to a maximum of 30 points based on:

Actively participating in Blackboard discussion forums, responding to questions posted by the instructor, and interacting positively with other students. On a weekly basis, you will be reading the text and/or a case study. One- three discussion questions will be posted on Blackboard to allow you to reflect on these readings. You will be expected to create an initial post to EACH question on the discussion board by Wednesday of each week. Your initial post should be at least 100 words in length, address the question, and show that you have given the question and the readings critical thought. In addition for each question, you will be expected to respond to at least two other students, with posts of at least 50 words in length. Your response posts are due by midnight on Saturday. Score on the initial quiz on course concepts.

This course also has quizzes and exercises worth 5 pts each. They are:

- An exercise in constructing a histogram

- A cause and effect diagram
- A quiz on probability and statistics
- An exercise in creating contingency accounts

SYLLABUS ADDENDA

Please see the LTU Online “Current Students” web site <http://www.ltu.edu/ltuonline/> for comprehensive information about Lawrence Tech’s academic services, library services, student services, and academic integrity standards. The content of this web site is explicitly included as syllabus requirements.

The LTU Online “Current Students” web site also includes grading rubrics used by your instructor to evaluate written assignments, discussion forum participation, and group assignments. Please note that the SafeAssign anti-plagiarism product will be used for written assignments submitted for this course. Please see the instructions included on the LTU Online web site regarding the use of the SafeAssign product.