



COURSE TITLE BLACKBOARD SITE	EME 6583-03 (5316) Enterprise Productivity Spring 2008 – http://my.ltu.edu and select CRN 5316
INSTRUCTOR	Dr. Lisa V. Sacino Adjunct Faculty, Mechanical Engineering lsacino@ltu.edu , ls61@chrysler.com 248-512-1819 Day, 586-781-8966 Evening, 248-343-1325 Cell Office hours by appointment
SCHEDULE	Optional on-ground orientation: On-line modules and exam period (College of Engineering schedule): May 14 th – July 24 th See http://www.ltu.edu/registrars_office/calendar_final_exam.index.asp for LTU academic calendar information.
LEVEL / HOURS PREREQUISITE	Masters Degree / 3 semester credit hours Doctorate Degree / 3 semester credit hours
REQUIRED TEXT (See Blackboard for additional resources)	“Total Productivity Management: A Systemic and Quantitative Approach to Compete in Quality, Price, and Time”, by David J. Sumanth, 1998, St. Lucie Press, A CRC Press Company, www.crcpress.com , ISBN# 1-57444-057-8. Available for online purchase through LTU Bookstore at: http://lawrence-tech1.bkstore.com/bkstore/TextbookSelection.do?st=489
ADDENDA	LTU Online student resources http://www.ltu.edu/ltuonline/currentonline.asp Course-specific information is provided in the “Course Information” area
TECHNICAL SUPPORT	Technical support for using Blackboard is provided by VITRC, 248-204-3750 or vitr@ltu.edu

LTU ACADEMIC INTEGRITY: Students, faculty & staff are expected to follow established standards of academic integrity & honesty. Academic misconduct entails dishonesty or deception in fulfilling academic requirements and includes but is not limited to cheating, plagiarism, or the furnishing of false information to the University or a University affiliates in matters related to academics. An affiliate of the University is any person, organization, or company who works in conjunction with Lawrence Technological University for the purposes of assisting students in fulfilling their academic requirements. It is therefore this institution's stated policy that no form of dishonesty among its faculty or students will be tolerated. Although all members of the University community have an obligation to report occurrences of dishonesty, each individual is responsible for his or her own conduct.

Lawrence Technological University
EME 6583-03 Enterprise Productivity (Online) – CRN 5316 – Spring 2008

Course Schedule

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 phone with your instructor. Each subsequent week starts on a Monday and ends on a Sunday.

Dates	Modules	Topics / Readings	Assignments Due
Prior to Start of Semester	Module 0	Overview of textbook Online Learning Orientation Course Orientation and group formation	Course orientation Instructor conversation Individual Pre-Assessment Propose Teams
Week of May 12 – May 18	Module 1 (note: more than one module may be scheduled in a week)	Chapter 1 - Introduction (Note: more than one chapter may be scheduled in a module)	Bb Forum Submit Responses to Questions 1.2 & 1.9 due by Sunday May 18 th Select Case Study #1 Topic by Sunday May 18 th
Week of May 19 – May 25	Module 2	Chapter 2 - The Need for Total Productivity Management (TPMgt)	Bb Forums Question 2.8 by May 25 th
Week of May 26 – June 1	Module 3	Chapter 3 – The Basic Concept & Management Philosophy of TPMgt	Bb Forums Question 3.1 due by June 1 Submit Company of choice for Term Paper due June 1
Week of June 2 – June 8	Module 4	Chapter 4 – The Systematic 10-Step Process for TPMgt	Bb Forums Either Question 4.1, 4.2 or 4.3 - choose 1 due June 8 th
Week of June 9 – June 15	Module 5	Chapter 4 – The Systematic 10-Step Process for TPMgt Productivity Case Study Presentation # 1	Bb Forums Case Study due June 15 th
Week of June 16 – June 22	Module 6	Chapter 5 – Case Studies Mid Term Exam distributed on June 16 th	Bb Forums Mid-Term Evaluation Exam due by June 22
Week of June 23 – June 29	Module 7	Chapter 6 – Unique Features of TPMgt	Bb Forums Question 6.8 due June 29 th
Week of June 30 – July 6	Module 8	Chapter 7 – Frontiers Beyond TPMgt & Engineering Chapter 8 – Benefits of TPMgt	Bb Forums Question 8.2 due Sunday July 5 th
4th of July Weekend			
Week of July 7 – July 13	Module 9	Chapter 9 – Universality of TPMgt Chapter 10 – Where to go from Here? Individual Term Paper Due by July 13 th	Bb Forums Question 10.2 due July 13 th Term Paper Due July 13 th
Week of July 14 – July 20	Module 10	Course Summary Final Exam distributed on Mon July 14 th	Bb Forums
Week of July 21- July 24	Module 11	Final Exam Due Monday July 21 st End of Course – Thursday, July 24 th	Bb Forums Have a great summer!

Student Evaluation

The course has five assignments totaling 100 points (left column). Letter grades are awarded based on the total number of points achieved (right column). Points are deducted for late assignments.

Assignments	Points
Productivity Case Study #1	25
Mid-Term	20
Individual Term Paper	25
Quizzes and Online Participation	10
Final Exam	20

Class Points	Letter Grade
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
60 and below	E

Note: Grades lower than “B” fall below the LTU graduate standard

Educational Goals

This course provides an introduction and detailed discussion on the need for total productivity management, the philosophy of Total Productivity Management (TPMGT) and the ten-step process, case studies, unique features of TPMGT, frontiers beyond TQM, engineering benefits and universality of TPMGT and where to go from here. Diagnosis & assessment of productivity loss, setting up productivity measurement program, productivity improvement methods, tools utilized in enterprise productivity enhancement, the lean enterprise, case studies of assessing & improving productivity programs.

Objectives

The course is designed to cover the managerial and technical elements and application of Total Productivity Management. The main objectives of this course are: clarification of quality, technology and productivity misconceptions, discussion of problems with partial productivity perspective, to provide an understanding of Total Productivity Management and the 10 step process, discuss Case Studies and learn the unique features and benefits of Total Productivity Management. These objectives will be evaluated via assignments, on-line discussion, assignments, examinations, and other methods throughout the course.

Prerequisite Skills

PowerPoint, Word, Excel

Instructional Methods and Course Organization

A variety of instructional methodologies are used in this course.

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.

Lawrence Technological University
EME 6583-03 Enterprise Productivity (Online) – CRN 5316 – Spring 2008

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

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

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

Assignments – There are 8 homework assignments that require submitting responses to textbook questions and 2 assignments that require choosing topics for the Case Study and Term Paper.

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 e-mail account. If you wish to use a different e-mail address for this course, please **change your e-mail address in Blackboard under “Student Tools”** and send an e-mail to me so I can store your address in my e-mail directory.*

- *Readings, discussion forum participation, and written assignments must be completed according to the class schedule. If business travel will take you away from regular participation, please clear these dates with me in advance.*
- *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 e-mail, contact the instructor in advance. Late work will be reduced in value. Assignments must be completed to an adequate standard to obtain a passing grade. Requirements for each assignment are detailed in this syllabus and on the LTU Online web site.*
- *Be prepared to log into Blackboard at least once each day. Please focus your on-line 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 promptly reply to your messages and 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 promptly 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 promptly, 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 graduate 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:

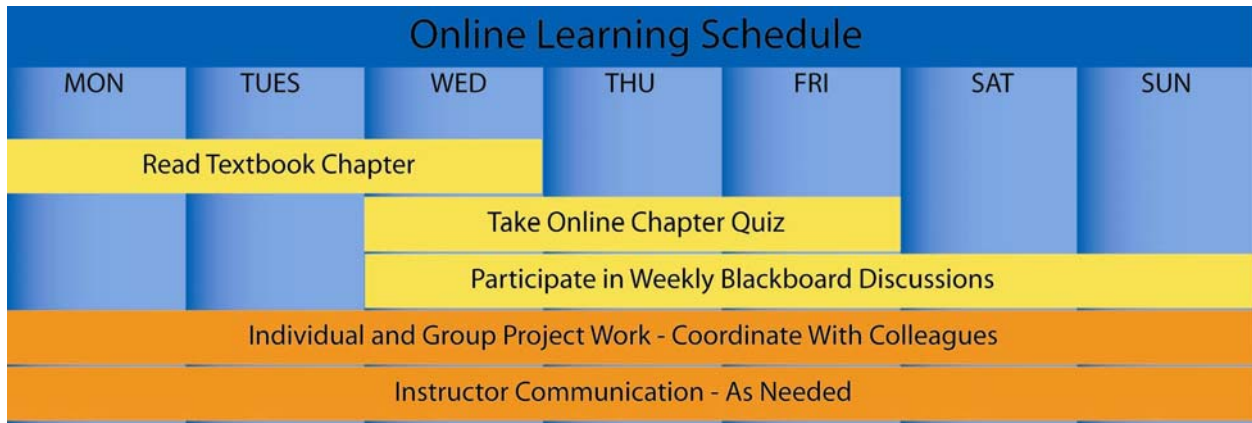
A 14-week semester (the Summer “E” semester is compressed into 11 weeks) would require at least 126 hours of time commitment to successfully complete all readings, activities, assignments, and texts as described in this syllabus.

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 online homework 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:

8-9 hours preparing your case study review;
24-40 hours working with on your term paper; and
8-9 hours working on the various components of your reflective consolidation (mid-term & final exam).

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” function. Some assignments are also posted to the Blackboard Discussion Forum for student comments.

ACADEMIC DISHONESTY OFFENSES Violation of any of the following standards subject any student to disciplinary action:

1. **Plagiarism** The term “PLAGIARISM” includes but is not limited to (a) the use, by paraphrase or direct quotation, of the published or unpublished work or creative and/or intellectual property in print, product, or digital media of another person without full and clear acknowledgment; (b) the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers, reports, or other academic materials; or (c) the appropriating, buying, receiving as a gift, or obtaining by any other means another person’s work and the unacknowledged submission or incorporation of it in one’s own work. Plagiarism is unethical, since it deprives the true author of his/her rightful credit and then gives that credit to someone to whom it is not due.

Examples include:

- Quoting, paraphrasing, or summarizing written material, even a few phrases, without acknowledgment.
- Failing to acknowledge the source of either a major idea or an ordering principle central to one’s own paper.
- Relying on another person’s data, evidence, or critical method without credit or permission.
- Submitting another person’s work as one’s own.
- Using unacknowledged research sources gathered by someone else.
- Copying portions or outcomes of two- or three dimensional creative property of previously published work.
- Copying items from Internet websites without acknowledgment of source.

PRODUCTIVITY CASE STUDY PRESENTATION #1 (25 Points)

Individual Case Study #1 - Guidelines:

- ✓ Powerpoint Presentation slides only - 20 pages maximum (with optional voice over using Impatica)
- ✓ Information must be clear, complete, correct, current & concise
- ✓ Adhere to LTU’s Academic Honor Code policy (partially included below)

Include the following in your presentation:

1. Presentation Agenda or Contents Page
2. General definition & overview of your topic (as available, reference text)
3. General applications of the topic in industry
4. Specific example(s) or proposed application of the tool/topic
5. Benefits (Advantages / Disadvantages)
6. Sources of Information (cite all references)

Notes & Grading

- The text should be referenced for information related to the topic.
- Suggest Trade or Academic Journal for application(s) of topic in industry.

Presentation Agenda / Contents Page with Name & Topic – 1 point

General definition & overview of your topic with reference from text – 2 points

General applications of the topic in industry – 2 points

Specific example(s) or proposed application of the tool/topic – 2 points

Benefits (Advantages / Disadvantages) – 2 points

Organization and overall writing quality – 2 points

Use of either a “lessons learned” or “best practices” approach – 2 points

Overall critical thinking and writing quality – 1 point

Use of at least two citations from trade or academic journals – 2 points

Use of APA citation formatting – 1 point

Your Blackboard discussion forum posting and response to questions (up to 4 points)

Posting your document and a brief “executive summary” – 1 point

Posting one or two focused questions for follow-up discussion – 1 point

Responses to questions from class members – 2 points

Case Study #1 - Presentation Topics

1. Performance Management and the Need for TPM
2. Total Quality Management & Differences of TPM
3. Total Factor Productivity
4. Outsourcing & impact on Productivity
5. Customer Service
6. Quality Functional Deployment as it relates to Enterprise Productivity
7. Design for Six Sigma as a Tool to achieve Successful TPM
8. Creating a Productive Work Space / Environment
9. E-supply chain & effects on Enterprise Productivity
10. Creating a Productive Day
11. Planning & Time Management
12. Delegation & Empowerment
13. Employee Reward / Recognition Methods
14. Teams...Working Together for TPM
15. The Role of Management to Achieve TPM
16. Total Productivity Problem Solving Methods & Approaches
17. Leadership Styles and Models
18. Niche Marketing and Benefits of TPM
19. Innovation and the impact on Total Productivity
20. Topic of your choice related to Enterprise Productivity, must be pre-approved by Instructor.

Mid-Term (20 Points)

Individual Term Paper (25 Points)

Each individual is responsible to write a term paper (no more than 10 pages in length, double spaced). You must choose a Company from Business Week's 2008 Top 25 Most Innovative Company List. The List will be posted on Blackboard. You must submit your choice to the instructor & the selection must be agreed upon by the instructor. The assignment is to research an innovative Company and define the product or service, market, major competitors, rank within segment and assess the Company's application of Total Productivity Management. Individual analysis of the Company should include:

- Company Overview
- Major problem faced by the organization (if any)
- Alternatives and evaluation
- Implementation of TPMgt: How? When?
- Your recommendations & rationale

Include the following major elements in your report:

- | | |
|--|----------|
| ■ The Company Overview (Product, Service, Market, Customer) | 5 points |
| <input type="checkbox"/> Organizational Facts & History | |
| <input type="checkbox"/> Operating Segments Within the Organization | |
| <input type="checkbox"/> Financial Performance / Rank in Segment | |
| <input type="checkbox"/> Mission of the Company / Organization / Department | |
| <input type="checkbox"/> Investment in Training & Research | |
| ■ SWOT Analysis | 2 points |
| ■ Performance Metrics / Employee Reward Program
(If none, what is your recommendation) | 3 points |
| ■ Reference 10 Step TPMgt Process & relate to current performance,
Recommend changes & predict future performance | 5 points |

Notes & Grading

You must refer to **at least five credible sources** and specify them on the list of your references; Internet sources are only acceptable if they are credible. If you have questions, please ask.

- Inclusion of accurate information from each topic above – 15 points (breakdown above)
- Organization and overall writing quality – 2 points
- Use of at least two citations from trade or academic journals – 2 points
- Use of APA citation formatting – 1 point
- Posting your document and a brief “executive summary” – 1 point
- Posting one or two focused questions for follow-up discussion – 1 point
- Responses to questions from class members – 2 points

Final Exam (20 Points)

Homework Text Questions and Online Participation (10 points)

- Students often bring valuable experience, and learning through lively online discussions is encouraged.
- Discussion will be conducted through the Blackboard system in the “Discussion Board” area of the module.
- Written responses are expected to be of high quality, challenge each other’s thoughts and build upon or offer a differing viewpoint.
- A simple “Yes, No, I agree, etc.” is considered to be non-value added and unacceptable.

Each student is expected to actively participate in online activities. **Class participation is evaluated to a maximum of 10 points** based on:

Up to 5 points – Reading the required text chapters and submitting responses to textbook questions, according to the class schedule.

Up to 5 points – Actively participate in Blackboard discussion forums, responding to questions posted by the instructor, and interacting positively with other students.

Syllabus Addenda

Please see the LTU Online “Current Students” web site <http://www.ltu.edu/ltuonline/currentonline.asp> 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.