

Note: This is an in-person (in classroom) course utilizing the Canvas learning management system. This is not an online class.

Syllabus for Semester Summer 2019

Department of Labor Studies and Employment Relations - Rutgers University

A. 38:578:503:H6, Problem Solving Tools at Work

B. Course Description: This course provides an overview of problem solving tools and techniques. It focuses on the fundamentals needed to understand the research of others. Included will be the use and interpretation of Excel and Data Analysis.

C. Course Objectives (38:578:503:01)

School of Management and Labor Relations Learning Objective:

- Demonstrate an ability to collect, analyze and synthesize information to make logical and informed decisions impacting the workplace. Use evidence to evaluate hypotheses, theories and approaches to workplace issues (Goal III).

D. Meeting Times: Monday/Wednesday, 6:00 – 9:30 PM

E. Meeting Location: C/D, LEC (Labor Education Center), Room 133

<http://rumaps.rutgers.edu/location/labor-education-center>

F. Professor: Sheila M. Lawrence, Ph.D.

G. Email ID: smlawren@smlr.rutgers.edu

H. Office Hours: In our classroom or the James Carey Library, in the building, prior to class, roughly from **5:00-6:00 PM** and after class, or by appointment; if you attend my other class's office hours, please e-mail me so that I am best prepared;

I. Text: (Edition 1 or 2 is fine.) Evans and Lindsay, **An Introduction to Six Sigma and Process Improvement**, Cengage, 2015, 978-1-133-60458-7 (**Assorted handouts for statistics topics**)

J. Excel: Excel Work can be done at the library or the computer labs. Only Excel 2016 (either PC or Mac) can be used in the class. It is free while you are a student at Rutgers. Further details are in Part Y below.

K. Special Needs – Rutgers, the State University of New Jersey abides by the Americans with Disabilities Act of 1990, the Americans with Disabilities Act Amendments (ADAA) of 2008, and Sections 504 and 508 which mandate reasonable accommodations be provided for qualified students with disabilities and accessibility of online information. If you have a disability and may require some type of instructional and/or examination accommodation, please contact me early in the semester so that I can provide or facilitate in providing accommodations you may need. If you have not already done so, you will need to register with the Office of Disability Services, the designated office on campus to provide services and administer exams with accommodations for students with disabilities. Here are the particulars: [Lucy Stone Hall](#), Livingston Campus, 54 Joyce Kilmer Ave., Suite A145, Piscataway, NJ 08854-8045

E-mail Address: dsoffice@rci.rutgers.edu **Phone:** (848) 445-6800 • **Fax:** (732) 445-3388

I look forward to talking with you soon to learn how I may be helpful in enhancing your academic success in this course.

L. Assessments: This class is hands-on and features assessment of projects and Take Home Exams, rather than a lecture course that uses exams to assess learning. Course assessment is calculated as a weighted average of the following projects:

M. Lecture Schedule: The following is an approximate lecture schedule. Project due-dates are tentative until confirmed. Assignments and readings represent the material to be covered during that class session. Students are expected to complete the readings and assignments on the syllabus prior to the class date on which they are listed.

N. Attendance: Attendance is of critical importance. It is essential to keep up with the class material. Attendance will be taken in each class. If a student misses/will miss a class, then the student needs to send a courtesy e-mail message to the professor.

O. Required: Reading assignments must be completed prior to each lecture.

Communication Devices: No communication devices (cell phones, palm pilots, beepers, pagers, etc.) can be used in the classroom.

Summer Session

Week #	Tentative Dates, per guest availability	Six Sigma Topic	Problem Solving Tools (on Canvas)	Statistics Topics (Varies on Canvas by Guest)
1	July 8	Ch-1 Foundations of Six Sigma: Principles of Quality Management	Overview <u>Intro: #A Pareto Analysis</u> <u>Intro: #B Leadership Self-Assessment</u>	Starbucks Case Study Levels of Measurement <u>Assign States</u> <u>Excel Checklist</u> – Review Document in Chapter 1 Folder prior to class.
2	July 10	Ch-2 Principles of Six Sigma	<u>Intro: #C College Data Analysis</u> <u>Intro: #D Website Quality Assurance (QA)</u>	Descriptive Statistics <u>Writing Tips</u>
3	July 15	Ch-3 Project Organization, Selection and Definition	<u>-- Intro: #A Pareto Analysis</u> <u>Intro: #E Survey Design Project</u>	Bring your PCs/Macs and your one week of data in Table 1 of the Pareto Project Brainstorming

4	July 17	--	<u>Excel Workshop; Bring your PCs/Macs and download the Excel file under Resources/Guests; view the YouTube videos, especially those on pivot tables.</u>	Guest – Marcie from CTAAR – Excel Workshop
5	July 22	Ch-4 Process Measurement	-- Intro: #A Pareto Analysis - continued <u>Intro: #E Survey Design Project - continued</u>	Multi-Voting
6	July 24	Ch-5 Process Analysis	<u>Intro: #G Cause and Effect Diagram</u> <u>Intro: #J Deming</u>	Charting
7	July 29	Ch-6 Process Improvement	<u>Intro: #H Benchmarking</u> <u>Intro: #I Process Flow</u>	Confidence Interval
8	July 31	Ch-7 Process Control; Ch-8 Design for Six Sigma	<u>Intro: #J Interrelationship Diagram</u>	Correlation
9	August 5	Ch-9 Design for Six Sigma – Optimization and Verification	<u>Intro: #K Force Field Analysis</u>	Work Force Focus Regression
10	August 7	--	Materials posted under Guests Folder	- Time for Completing CTAAR Survey by cell phone Guest: Mike Kanarek: 7 Step Improvement Cycle Workshop
11	August 12	--		Open Session of College Data Analysis
12	August 14	Ch-10 Implementing Six Sigma	Catch Up; Course Reflection; <u>House of Quality</u>	- Time for Completing CTAAR Survey by cell phone Excel Project – Six Sigma PPTs - 10 Implementation Myths of Six Sigma; - 10 Tips for Finishing a Six Sigma Project Successfully; - Larry the Golfer - Six Sigma Case Study; Starbucks http://sakai.rutgers.edu/portal/site/sirs

No assignments can be accepted after August 8 except for College Data Analysis (CDA).

Graduate: Sorted by Target Due Dates						
* Note: All projects are to be uploaded to the Assignments Folder and are to be submitted in paper form per the respective due date.						
In-Class assignments can be done in paper or via software. Please insure their readability.						
Target Due Dates	Project	Group vs Individual	In-Class or at Home	Weight	Week Due	Target Due Dates
B	Leadership Self-Assessment	Individual	Start In-Class	60	2	07-10-2019
A	Pareto Analysis	Individual	Start In-Class	100	4	07-17-2019
D	Survey Design Project	Individual	Start In-Class	100	5	07-22-2019
J	Deming Project	Group	Start In-Class	50	5	07-22-2019
E	Cause and Effect Diagram	Group	Start In-Class	60	6	07-24-2019
F	Website QA	Individual	At Home	100	6	07-24-2019
G	Process Flow	Group	In-Class	60	7	07-29-2019
K	Benchmarking	Individual	Start In-Class	100	7	07-29-2019
H	Interrelationship Diagraph Project	Group	In-Class	60	8	07-31-2019
I	Force Field Analysis	Group	In-Class	60	9	08-05-2019
L	House of Quality	Group	Start In-Class	50	11	08-12-2019
M	Guests (as scheduled)	Individual	In-Class	30	12	08-14-2019
C	College Data Analysis *	Individual	Start In-Class	300	12	08-14-2019
N	Course Reflection	Individual	In-Class	20	12	08-14-2019
O	Attendance & Participation	Individual	In-Class	50	12	08-14-2019
	Total Points			1200		
* No paper copy needs to be submitted.						

P. Assessment Policy:

Posting of Grades: please check MyRutgers for your final grades.

Letter Grade	Scores Based on Course Components
A	90-100
B+	85-89
B	80-84
C+	75-79
C	70-74
D	60-69
F	< 60

Note: The thresholds for final letter grades will be re-scaled if a conventional standard seems unreasonable.

Q. Academic Integrity: All students are responsible for locating, reading, and abiding by the University Policy on Academic Integrity for Undergraduate and Graduate Students. The policy is available on-line at <http://cat.rutgers.edu/integrity/policy.html>

R. Recommendations: Requests for recommendations must be made in writing after completion of the course.

S. Take Home Assignments: The College Data Analysis project must be handed in on time in its entirety. The submission must be complete; no partial assignment can be submitted.

T. Student E-Mail and Phone Numbers:

a. Please note that it is [Rutgers IT policy](#) that you use your Rutgers.edu email for all Rutgers related course correspondence.

b. Students, also, have the responsibility to then inform the professor of any changes to their phone numbers (day and evening).

c. Please check your e-mail and the course Canvas site regularly, especially on the day of class, to learn if there are any changes in the class schedule, class requirements, or for other general announcements. Announcements will be communicated through Canvas which will trigger email notification to your Rutgers.edu email. Additionally, you may download and install the Canvas Student App for your mobile devices so you can be notified via the app. To download/install the app refer to: [Canvas Student App iOS](#), [Canvas Student App Android](#).

U. Study Groups: Forming study groups will facilitate learning by keeping you focused, involved, and current in the course.

V. Classroom Etiquette: Common courtesy is expected at all times.

W. Parking Impacts: Special events may impact parking.

X. University/Campus Closings: 732-932-INFO (New Brunswick); <http://campusstatus.rutgers.edu>

Y. Excel 2016 and Data Analysis

To access free Microsoft Office, including Excel while a Rutgers student, please click go to the Rutgers Software Portal:

<https://oit.rutgers.edu/university-software-portal>

Go to the link above and select the University Software Portal link. On the page that follows, select Microsoft Software for Students. You will be prompted to log in using your NetId. Then follow the instructions for downloading and installing.

Excel Work can be done at the library or the computer labs. If you do not have a help option, then your version of Excel, Excel Light, or the student version, as well as open source software and Numbers do not have the Analysis Toolpak/Data Analysis.

- PC users: Install the Excel Analysis Pack for additional statistical and analytical tools:

- From the Office Button, select Excel Options and Add-Ins
- In the inactive application section, select Analysis Tool Pack and hit GO and OK to install
- Use the Analysis Tool Pack from the Data Ribbon, Data Analysis option
The Analysis Tool Pack includes histograms, regressions, sampling data, Fourier analysis, et. al, and also includes several randomization functions, such as RAND and RANDBETWEEN

• MAC Users - Microsoft Excel 2016 Analysis ToolPak

<https://support.office.com/en-sg/article/Load-the-Analysis-ToolPak-in-Excel-2016-for-Mac-617afc33-4af8-4530-b132-7b4e938890d0?ui=en-US&rs=en-SG&ad=SG&fromAR=1>

To download the Analysis ToolPak Add In: Go to Tools at the top toolbar in Excel; at the bottom of the list, please select "Excel Add-ins"; then select Analysis ToolPak" and click OK. Confirm by selecting Data; then Data Analysis.

Z. Student-Wellness Services:

Just In Case Web App

<http://codu.co/cee05e>

Access helpful mental health information and resources for yourself or a friend in a mental health crisis on your smartphone or tablet and easily contact CAPS or RUPD.

Counseling, ADAP & Psychiatric Services (CAPS)

(848) 932-7884 / 17 Senior Street, New Brunswick, NJ 08901/ rhscaps.rutgers.edu/

CAPS is a University mental health support service that includes counseling, alcohol and other drug assistance, and psychiatric services staffed by a team of professional within Rutgers Health services to support students' efforts to succeed at Rutgers University. CAPS offers a variety of services that include: individual therapy, group therapy and workshops, crisis intervention, referral to specialists in the community and consultation and collaboration with campus partners.

Violence Prevention & Victim Assistance (VPVA)

(848) 932-1181 / 3 Bartlett Street, New Brunswick, NJ 08901 / vpva.rutgers.edu/

The Office for Violence Prevention and Victim Assistance provides confidential crisis intervention, counseling and advocacy for victims of sexual and relationship violence and stalking to students, staff and faculty. To reach staff during office hours when the university is open or to reach an advocate after hours, call 848-932-1181.

Disability Services

(848) 445-6800 / Lucy Stone Hall, Suite A145, Livingston Campus, 54 Joyce Kilmer Avenue, Piscataway, NJ 08854 / <https://ods.rutgers.edu/>

The Office of Disability Services works with students with a documented disability to determine the eligibility of reasonable accommodations, facilitates and coordinates those accommodations when applicable, and lastly engages with the Rutgers community at large to provide and connect students to appropriate resources.

Scarlet Listeners

(732) 247-5555 / <http://www.scarletlisteners.com/>

Free and confidential peer counseling and referral hotline, providing a comforting and supportive safe space.

Note: This course outline/syllabus is subject to change at the discretion of the instructor.