

IndM 6580 Advanced Strategic Quality and Standards

Final Exam – 60 points

This final exam is an essay-type with 2 parts: 1) position paper and 2) analytical thinking and creating a model, with 60 points; 30 pts each. Student will select only 1 topic from Part One for completion.

Your writing should present your critical reading and thinking, argument identification and evaluation of evidence. The systematic thinking with realistic goals and practical implementation should be presented in your writing. The essay will be graded on: 1) your own position, personal insight/views, 2) statement/discussion of arguments, reasons, proofs and evidence from the factual information, 3) analytical and systematic thinking, 4) conclusion, and 5) mechanics and APA format.

Your writing of two parts should be 5-8 pages in length, double-spaced with APA format. Post your writing in the Assignment area/Final exam (file attachment) by the due date.

Part 1: Position Paper (select only 1 topic, 2-4 pages length), 30 points

Topic 1: Quality Standard and Organizational Excellence

Different business, process, and operational excellence models have been validated as powerful tools to enable managers to understand which (and how effectively) strategies and supported approaches are being implemented, and what results they are leading to. According to Sampaio et al. (2012), there is no best model. Plurality guarantees some competition and fosters improvement. While there are many areas where worldwide standards are helpful, or even necessary, in the area of organizational excellence, talking about standards is a contradiction. Standards are always a compromise, and by necessity they cannot follow the dynamics of progress in knowledge (Paulo Sampaio, QMF, Spring 2017, Vol. 43, No. 1). Some field experts mentioned that organizations struggle to accept quality standard or excellence framework as a way of their culture, some agreed that “one size cannot fit all”, “they are too complicated”, “cost too much”, and “too systematic”.

Note: If you could not access into your ASQ account, you can read Sampaio’s article from Unit Three/Supplement, under folder Handouts/Article from QMF. This article started on page 6.

What is your position on this issue? What could be reasons why excellence frameworks fail? And what are required for this standard/framework to be successful?

Topic 2: Leadership and Business Ethics

Everyone is responsible for their own behavior. We live in a culture where responsibility and accountability are minimized, with individuals hiding behind the label of "victim" as

an excuse for their actions. There is right and wrong, black and white, but many would prefer to operate in shades of gray. As long as they do not cross the line, they feel that they are fine. As long as no one catches them, their behavior is acceptable (Bednarz, 2012, para. 2)

What is your position on this topic? If you were a quality manager, what might be long-term solution on leaders and ethical behavior in your field?

Topic 3: McDonald's under pressure to ban plastic straws

Read the news on this topic from the website

<https://www.usatoday.com/story/money/2018/05/21/mcdonalds-being-sucked-into-movement-ban-plastic-straws/501242002/>

As a quality professionals, what is your thought on sustainability and environment in the workplace and daily life? Which problem solving or quality tools that you can use in promoting the ideas of waste reduction and how to implement these tools? Should McDonald ban plastic straws, any other options?

Part 2: Analytical thinking and creating a model (2-4 pages length), 30 points

With your experience in face-to-face and online learning, together with synchronous and asynchronous discussion, you should be able to express your thoughts and provide recommendation to our program quality improvement (MS in Industrial Management or MS in Technology). To complete this part, students are required to think, analyze, and evaluate based on your past learning experience. There is no need to search for additional resources or any other supplements. Environmental scanning, internal and external factors, should be considered in your writing (e.g. student, faculty, course materials, technology, delivery methods, interaction among classmates, environment, and others).

Answer the following questions with details and create diagrams (if needed).

1. About the class virtual chat meeting, list advantages and disadvantages. Should each online class continue to have virtual meetings with students 2-3 times a month? What should be improved and What can faculty and students do to make it better?
2. Within this program, what teaching strategies and/or teaching characteristics have been effective for you as a learner? Create a SWOT analysis of your program major based on your experience.
3. Creating a quality model in MS in Industrial Management OR MS in Technology using a diagram (e.g. flowchart, fishbone, Venn, cycle, radial, pyramid, ...) and explaining in details of influencing factors.

Tips: to create a professional look diagram, you can use a template from asq.org (Learn/Learn about quality), or using SmartArt from Word Document.

4. Any other helpful comments or suggestions?
