**Assignment 2**

**Quality Management (MGT424)**

**Deadline: 11/04/2020 @ 23:59**

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| --- | --- |
| Course Name: Quality Management | Student’s Name: |
| Course Code: MGT424 | Student’s ID Number: |
| Semester: II | CRN:  |
| Academic Year: 1440/1441 H |

**For Instructor’s Use only**

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| --- |
| Instructor’s Name: |
| Students’ Grade: Marks Obtained/Out of | Level of Marks: High/Middle/Low |

**Instructions – PLEASE READ THEM CAREFULLY**

* The Assignment must be submitted on Blackboard (**WORD format only**) via allocated folder.
* Assignments submitted through email will not be accepted.
* Students are advised to make their work clear and well presented, marks may be reduced for poor presentation. This includes filling your information on the cover page.
* Students must mention question number clearly in their answer.
* **Late submission will NOT be accepted**.
* Avoid plagiarism, the **work should be in your own words**, copying from students or other resources without proper referencing will result in ZERO marks. No exceptions.
* All answered must be typed using **Times New Roman (size 12, double-spaced)** font. No pictures containing text will be accepted and will be considered plagiarism).
* The words limit for the written report is between 1200 – 1400 words.
* The students are encouraged to relate the project content to the course materials from chapters ( 13 , 14 , 15 , 16 , 17 )
* **Submissions without this cover page will NOT be accepted.**
* **Assignment -2 should be submitted on or before the end of Week-12.**

**ASSIGNMENT-2**

 **DMAIC / Six-Sigma Project**

In this assessment, the students are required to implement DMAIC / Six Sigma projects. Upon the completion of the projects, instructors should be able to test the students` understanding of major part of the course materials.

***Learning Outcome:***

1. Develop an appreciation of quality management theory, principles, and practices. (LO: 1.1 & 1.2)
2. Use quality improvement tools and practices for continuous improvement. (LO: 3.5 & 3.8).
3. Develop strategies for organizational change and transformation. (LO: 4.5 & 4.6)

**Project Structure:**

|  |  |
| --- | --- |
| **A.No** | **Marks** |
| Project Report | 10 |

 **DMAIC / Six-Sigma Project**

During the process of projects implementation, hypothetically for the assessment`s purposes, the picture your instructor as a chief executive officer of a company at any industry of your choice.

 In order to gain the CEO` approval for quality improvement project (Six Sigma) and compete for full project`s sponsorship, student is required to provide a detailed project information to convince the instructor – supposedly the (CEO) to choose and support your project.

**Guidance for the project report:**

The report must include the following:

1. **Product or Service Information:**

Select an actual Product or Service from any local/international company that you would like to improve/change, and provide the following Information:

* The product or service general information such as name, features, value to customers..ect.
* Brief history about the chosen product or service (formation, sales, previous changes).

1. **The necessity for change :**
* The reasons behind the improvement decision, each group asked to present no less than two reasons why they think the change is important for their product /service (Leadership, Competitors Technological advances, Training requirements, Rules and regulations, Customer demands).
1. **Define Stage ( Planning) :**
* Define the project’s scope, goals, and objectives and its team members and sponsors ( Project charter )
* Define the current and the desired status, the project scheduling.
* Define the stakeholders affected by the project such as (employees, society, customers, stockholders, suppliers…etc)
* Identify the team you need and the members` functions that will help you throughout the project.
* What method you plan to use for defining the project (Work Breakdown Structure, Pareto Diagrams) and why?
1. **Measure Stage:**
* Define the new process inputs, actions and desired outputs. (Hint : Process flowchart can be used to visualize the process)
* Define measurement Systems Analysis tool, to illustrate use measurements scales such as Nominal , Ordinal , Interval , Ratio. In addition, explain the reason for use.
1. **Analyze Stage:**
* Discuss no less than two conditions that might hinder the project progression (process variation) using one of tools mentioned in chapter (15 - Analyze Stage).
* Describe the new value delivered to the customers upon the successful implementation of the project.
1. **Improve / Design stage:**
* Present no more than two condition that can be altered to make the desired change ( cost , operation, human resource).
* Discuss one to two techniques you plan to use to improve the efficiency of process such as lean tools, 5S …etc.
1. **Control Stage:**
* Identify two methods that the team can use to evaluate performance after the project completion.
* Document two to three learned lessons from the process ( This part could be connected to the overall project experience )

**Answers :**