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COURSE SYLLABUS

Term:

Course: MSM 543, Quality Communications, Documentation and Auditing

Instructor Information:

Instructor Name	Alex Klein
Office Number:	219 399 2583, work phone
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Hours Available:	Before class, after class, contact me
Instructor Background:	
Education:	BS, Chemistry, University of Wisconsin MS, Materials Science and Engineering, Northwestern University
Professional:	Chemist, lab supervisor, lab area manager and currently lead quality systems engineer at ArcelorMittal Indiana Harbor in East Chicago, IN Implemented and maintained certifications to ISO 9001 and ISO/TS 16949 Implemented and maintained accreditation of test methods to ISO/IEC 17025
Certifications:	ASQ, American Society for Quality: Certified Quality Engineer, CQE; Certified Manager Quality/ Organizational Effectiveness, CMQ/OE and Certified Calibration Technician, CCT; Exemplar Global QMS lead auditor #5976 for ISO 9001 and ISO/IEC 17025 audits
Memberships:	ASQ; A2LA, American Association for Laboratory Accreditation
Activities:	A2LA Accreditation Council, Criteria Council, Technical Committee, Assessor

Course Information:

Course Time:	
Tuesdays, September 6 – October 18, 2016, 6 to 10 PM	
Classroom:	
Prerequisites: None	
Required Books and Materials:	<i>The ASQ Auditing Handbook, (2013), Russell, J.P., Editor, ASQ</i> ISO 9001:2015, Requirements for quality management systems (provided) ISO 19011:2011, Guidelines for auditing management systems (provided)
Learning Outcomes/ Competencies:	
Students will:	
<ul style="list-style-type: none"> - understand the importance of internal communications in developing and deploying management systems - understand management (quality, safety, environmental, financial, etc.) systems - evaluate workplace policies, procedures, work instructions that support management systems - understand the role of accrediting and certifying organizations as they pertain to quality 	

<ul style="list-style-type: none"> - understand the requirements of management system standards (ISO 9001, ISO 14001, OHSAS 18001) - understand the audit function - understand the role of ethics in the audit function - plan and perform an audit and report the results verbally and in writing - understand problem solving methodologies and the corrective action process - understand the requirements for taking the Certified Quality Auditor, CQA, exam offered by the American Society for Quality, ASQ
<p>Course Description: Graduate level course required for the MSM program</p> <p>Participants will understand the application of principles and practices associated with managerial communications, quality documentation, quality auditing, documenting and reporting observations, and professional ethics.</p>
<p>Learning Strategies:</p> <ul style="list-style-type: none"> - Lecture notes from reading assignments - Collaborative learning through in-class discussions and discussion forums in Blackboard - Individual and/ or group learning through quality audits - Quizzes
<p>Experiential Learning Opportunities:</p> <p>Individuals or small groups will perform a quality management system audit, document the observations and report to the audited organization and the class.</p>

Assessments:		
Major Assignments:	Choose the categories and arrangement in the Assessments section that work best for your course.	Reflective questions Assignments Quizzes Exam Audit report Audit presentation: written and oral
Class Participation	I want all attendees to participate; your input is valuable to all others.	I will not grade based on in-class participation.
Grading Scale		
	100 – 92: A	91 – 90: A-
	89 – 88: B+	87 – 82: B
	81 – 80: B-	79 – 78: C+
	77 – 72: C	71 – 70: C-
	69 – 68: D+	67 – 62: D
	61 – 60: D-	59 and below F
Course Schedule:		
Class Date	Information was posted on Blackboard.	Class Discussion/ Activities
9/6/2016 Lesson 1	<ul style="list-style-type: none"> - Read posted lecture about communications. - Read other posted documents. - Reflective Question: Take the communication quiz posted at this Internet site, HTTP://www.mindtools.com/pages/article/newCS_99.htm. 	Discussion about materials and assignments

	<p>Based on the results and explanations from the quiz, which of the communication skills can be improved and how will you improve those skills?</p> <p>- Assignment:</p> <p>1 Identify one example of good written communication from your work, school or home life and one example of communication that needs improvement. Clearly and concisely explain what was good and what needed improvement.</p> <p>2 Prepare a PowerPoint slide template based on the information from the reading materials and/ or the course presentation. You may adapt the template from your employer's template or you may create your personal template for use during this course.</p> <p>Potential audit to be performed in a few weeks: Identify potential areas, processes and activities that you could audit. Consider the organization at which you are working or were employed or another organization. Perhaps there is a supplier to your organization or you are familiar with another organization in the area. Identify persons you might contact to obtain their agreement to participate during the audit.</p>	
<p>9/13/2016 Lesson 2</p>	<p>- Read posted lecture about quality management systems. - Read ISO 9001:2015. - Read other posted or emailed documents. - Reflective question: Describe the management system(s) used at the company where you now work or previously worked or a company about which you are familiar. What policies do you support and to which objectives do you contribute? How were/ are you made an integral and needed resource in the system(s)?</p> <p>- Assignment:</p> <p>1. Identify the many types (oral, written, internal, external) communications described in ISO 9001. List the type of communication and reference the ISO 9001 clause number (e.g., 4.1.1) in an appropriate format of your choice.</p> <p>2. Does your company have a quality manual? What are the quality policy and quality/ business objectives for your company? Does the quality policy conform to the requirements for a quality policy stated in ISO 9001? Explain the conformity or nonconformity.</p> <p>Potential audit to be performed in a few weeks: Identify the areas, processes and activities that you will audit.</p>	<p>Discussion about materials and assignments</p>
<p>9/20/2016 Lesson 3</p>	<p>- Read posted lecture about auditing management systems. - Read ISO 19011:2011 explained. - Read other posted or emailed documents. - Read <i>The ASQ Auditing Handbook</i>, chapters 1-20. - Reflective question: Describe you experiences as an auditor and/ or an auditee.</p>	<p>Discussion about materials and assignments</p>

	<p>- Assignment: Prepare the agenda for a management review of the quality management system for the management of your organization. Obtain some of the supporting information for the items in your agenda.</p> <p>- Quiz: Read the findings from audits and determine whether the finding is a nonconformity or not. Identify and record the clause in ISO 9001 that supports your conclusion.</p> <p>Potential audit to be performed in a few weeks: Obtain commitment from the organization to host the audit during week five.</p>	
9/27/2016 Lesson 4	<p>- Read the posted lecture about audit planning and use of checklist and audit procedure.</p> <p>- Read other posted or emailed documents.</p> <p>- Reflective question: Describe the organization, area, process(es) and activities that you will audit.</p> <p>- Assignment: Prepare the audit plan and checklists and deliver/email them to the audited organization.</p>	Discussion about materials and assignments
10/4/2016 Lesson 5	<p>- Read the posted lecture about audit interviews.</p> <p>- Read other posted or emailed documents.</p> <p>- Reflective question: 1. Before interviews: Describe your concerns about performing interviews. What are you doing to reduce those concerns? 2. After interviews: Share details about the interviews. What went well? What can be improved?</p> <p>- Assignment: Conduct the audit interviews and make very detailed notes.</p>	Discussion about materials and assignments
10/11/2016 Lesson 6	<p>- Read the posted lecture about audit reports and professional certifications.</p> <p>- Read other posted or emailed documents.</p> <p>- Reflective question: Explain the types of information that you included in the audit report.</p> <p>- Multiple-choice exam: a compilation of ASQ CQA-type questions</p> <p>- Assignment: Prepare a detailed audit report and deliver/ email it to the audited organization.</p>	Discussion about materials and assignments
10/18/2016 Lesson 7	<p>- Read the posted lecture about presentations of audit results at management reviews and follow-up activities such as corrective actions for nonconformities.</p> <p>- Read other posted or emailed documents.</p>	Discussion about materials and assignments Present the audit findings to the class.

	<p>- Reflective question: What will you implement or recommend to the management of your organization for the information presented in this course.</p> <p>- Quiz: Read the findings from other audits and determine whether the finding is a nonconformity or not. Identify and record the clause in ISO 9001 that supports your conclusion.</p> <p>- Assignment: Prepare a PowerPoint presentation about the audit findings and orally present to the audited organization</p>	
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I reserve the right to change this schedule to meet the needs of the class.

Responsibilities	
Attending Class	<p>Required: You cannot succeed in this class if you do not attend. We believe that intellectual growth and success in higher education occur through interaction in the classroom and laboratories. However, we do not want to penalize students for participating in college-sponsored events. When you miss class because of a college event, you must give notice of your absence in advance, and you are responsible for all missed work. Being absent doesn't excuse you from doing class work; you have more responsibilities to keep up and meet the objectives of this course.</p> <p style="color: red;">This is basically the policy that was adopted by the Faculty Senate on October 24, 2007. This policy requires that you SPECIFY YOUR CLASS ATTENDANCE POLICY AND YOUR NOTIFICATION REQUIREMENTS FOR ABSENCES.</p> <p>Please notify me prior to the scheduled class if you cannot attend.</p>
Turning In Your Work	<p>You cannot succeed in this class if you do not turn in all your work on the day it is due.</p> <p style="color: red;">SPECIFY HERE YOUR CLASS POLICY ON HOW WORK IS TO BE SUBMITTED AND ON ACCEPTING LATE WORK.</p> <p>I will accept late work on a case-by-case basis.</p>
Using Electronic Devices	<p style="color: red;">SPECIFY YOUR CLASS OR PROGRAM POLICY.</p> <p>Electronic devices can only be used in class for course-related purposes. If you text or access the Internet for other purposes, you may be asked to leave, in which case you will be marked absent.</p>
Participating in Class	<p style="color: red;">SPECIFY YOUR CLASS OR PROGRAM POLICY.</p> <p>You must be on time, stay for the whole class and speak up in a way that shows you have done the assigned reading. If you are not prepared for class discussion, you may be asked to leave, in which case you will be marked absent.</p>
Doing Your Own Work	<p>REQUIRED: If you turn in work that is not your own, you are subject to judicial review, and these procedures can be found in the College Catalog and the Student Planner. The maximum penalty for any form of academic dishonesty is dismissal from the College.</p> <p>Using standard citation guidelines, such as MLA or APA format, to document sources avoids plagiarism. The Library has reference copies of each of these manuals, and there are brief checklists in your Student Handbook and Planner.</p>

	PLEASE NOTE: All papers may be electronically checked for plagiarism.
Withdrawing from Class	Required: After the last day established for class changes has passed (see the College calendar), you may withdraw from a course by following the policy outlined in the CCSJ Course Catalog.

Resources	
Student Success Center:	Required: The Student Success Center provides faculty tutors at all levels to help you master specific subjects and develop effective learning skills. It is open to all students at no charge. You can contact the Student Success Center at 219 473-4287 or stop by the Library.
Disability Services:	Required: Disability Services strives to meet the needs of all students by providing academic services in accordance with Americans with Disabilities Act (ADA) guidelines. If you believe that you need a “reasonable accommodation” because of a disability, contact the Disability Services Coordinator at 219-473-4349.
CCSJ Alerts:	<p>Required: Calumet College of St. Joseph’s emergency communications system will tell you about emergencies, weather-related closings, or other incidents via text, email, or voice messages. Please sign up for this important service annually on the College’s website at: http://www.ccsj.edu/alerts/index.html.</p> <p>In addition, you can check other media for important information, such as school closings:</p> <p>Internet: http://www.ccsj.edu Radio: WAKE – 1500 AM, WGN – 720 AM, WIJE – 105.5 FM, WLS – 890 AM, WZVN – 107.1 FM, WBBM NEWS RADIO 78 TV Channels: 2, 5, 7, 9, 32</p>

Emergency Procedures

MEDICAL EMERGENCY

EMERGENCY ACTION

1. Call 911 and report incident.
2. Do not move the patient unless safety dictates.
3. Have someone direct emergency personnel to patient.
4. If trained: Use pressure to stop bleeding.
5. Provide basic life support as needed.

FIRE

EMERGENCY ACTION

1. Pull alarm (located by EXIT doors).
2. Leave the building.
3. Call 911 from a safe distance, and give the following information:
 - Location of the fire within the building.
 - A description of the fire and how it started (if known)

BUILDING EVACUATION

1. All building evacuations will occur when an alarm sounds and/or upon notification by security/safety personnel. **DO NOT ACTIVATE ALARM IN THE EVENT OF A BOMB THREAT.**
2. If necessary or if directed to do so by a designated emergency official, activate the building alarm.
3. When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
4. Assist the disabled in exiting the building! Remember that the elevators are reserved for persons who are disabled. **DO NOT USE THE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.**
5. Once outside, proceed to a clear area that is at least 500 feet away from the building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel. The assembly point is the sidewalk in front of the college on New York Avenue.
6. **DO NOT RETURN** to the evacuated building unless told to do so by College official or emergency responders.

IF YOU HAVE A DISABILITY AND ARE UNABLE TO EVACUATE:

Stay calm, and take steps to protect yourself. If there is a working telephone, call 911 and tell the emergency dispatcher where you are **or** where you will be moving. If you must move,

1. Move to an exterior enclosed stairwell.
2. Request persons exiting by way of the stairway to notify the Fire Department of your location.
3. As soon as practical, move onto the stairway and await emergency personnel.
4. Prepare for emergencies by learning the locations of exit corridors and enclosed stairwells. Inform professors, and/or classmates of best methods of assistance during an emergency.

HAZARDOUS MATERIAL SPILL/RELEASE

EMERGENCY ACTION

1. Call 911 and report incident.
2. Secure the area.
3. Assist the injured.
4. Evacuate if necessary.

TORNADO

EMERGENCY ACTION

1. Avoid automobiles and open areas.
2. Move to a basement or corridor.
3. Stay away from windows.
4. Do not call 911 unless you require emergency assistance.

SHELTER IN PLACE

EMERGENCY ACTION

1. Stay inside a building.
2. Seek inside shelter if outside.
3. Seal off openings to your room if possible.
4. Remain in place until you are told that it is safe to leave.

BOMB THREATS

EMERGENCY ACTION

1. Call 911 and report incident.
2. If a suspicious object is observed (e.g. a bag or package left unattended):
 - Don't touch it!
 - Evacuate the area.

TERRORISM AND ACTIVE SHOOTER SITUATIONS

EMERGENCY ACTION

1. Call 911 and report intruder.

RUN, HIDE OR FIGHT TIPS:

1. **Prepare** – frequent training drills to prepare the most effectively.
2. **Run and take others with you** – learn to stay in groups if possible.
3. **Leave the cellphone.**
4. **Can't run? Hide** – lock the door and lock or block the door to prevent the shooter from coming inside the room.
5. **Silence your cellphone** -- use landline phone line.
6. **Why the landline?** It allows emergency responders to know your physical location.
7. **Fight** – learn to “fight for your life” by utilizing everything you can use as a weapon.
8. **Forget about getting shot – fight!** You want to buy time to distract the shooter to allow time for emergency responders to arrive.
9. **Aim high** – attack the shooter in the upper half of the body: the face, hands, shoulder, neck.
10. **Fight as a group** – the more people come together, the better the chance to take down the shooter.
11. **Whatever you do, do something** – “react immediately” is the better option to reduce traumatic incidents.