



# ENGG8105

## Quality and Reliability

Session 2, Special circumstances 2021

*School of Engineering*

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#### **Disclaimer**

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#### **Session 2 Learning and Teaching Update**

The decision has been made to conduct study online for the remainder of Session 2 for all units WITHOUT mandatory on-campus learning activities. Exams for Session 2 will also be online where possible to do so.

This is due to the extension of the lockdown orders and to provide certainty around arrangements for the remainder of Session 2. We hope to return to campus beyond Session 2 as soon as it is safe and appropriate to do so.

Some classes/teaching activities cannot be moved online and must be taught on campus. You should already know if you are in one of these classes/teaching activities and your unit convenor will provide you with more information via iLearn. If you want to confirm, see the list of [units with mandatory on-campus classes/teaching activities](#).

Visit the [MQ COVID-19 information page](#) for more detail.

## General Information

Unit convenor and teaching staff

Lecturer

Viken Kortian

[viken.kortian@mq.edu.au](mailto:viken.kortian@mq.edu.au)

Contact via Email

50 Waterloo Rd

By appointment via email

Tutor

June Ho

[june.ho@mq.edu.au](mailto:june.ho@mq.edu.au)

Contact via Email

50 Waterloo Rd

By appointment via email

Credit points

10

Prerequisites

Admission to MEngMgt

Corequisites

Co-badged status

Unit description

The unit aims to deliver the insights, knowledge and skills necessary to operate engineering projects with professional standards by maintaining quality and reliability. The unit will cover a broad range of topics for all engineering graduates that include total quality management, productivity and cost relationships; quality systems and their components, international standards; interaction between quality and design functions; quality control; quality improvement; process capability and improvement studies; control charting; techniques for quality studies and design for quality improvement.

## Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at <https://www.mq.edu.au/study/calendar-of-dates>

## Learning Outcomes

On successful completion of this unit, you will be able to:

**ULO1:** Apply international standards for quality control and quality improvement.

**ULO2:** Apply knowledge of quality control to evaluate the impact on the engineering discipline and on business management, supply chain solutions and project management.

**ULO3:** Conduct total quality management, including determining productivity and cost relationships, utilising quality systems and their components and the interaction between quality and design functions.

**ULO4:** Synthesize advanced and integrated knowledge of process capability and improvement studies, control charting, techniques for quality studies and design for quality improvement.

## General Assessment Information

Grading and passing requirement for unit In order to pass this unit, a student must obtain a mark of 50 or more for the unit (i.e. obtain a passing grade P/ CR/ D/ HD). For further details about grading, please refer below in the policies and procedures section. Late submissions and Resubmissions For assignments handed in late, the following penalties apply 0-48hrs: -50%, >48hrs: -100%. Extenuating circumstances will be considered upon lodgment of a formal notice of disruption of studies. Resubmissions of work are generally allowed unless stated prior or otherwise.

## Assessment Tasks

Name	Weighting	Hurdle	Due
<a href="#"><u>Final examination</u></a>	40%	No	During Final exam period
<a href="#"><u>Case study response</u></a>	30%	No	Week 3, 5, 6, 8, 9, and 11
<a href="#"><u>Midterm assignment</u></a>	30%	No	Week 7

### Final examination

Assessment Type <sup>1</sup>: Examination

Indicative Time on Task <sup>2</sup>: 24 hours

Due: **During Final exam period**

Weighting: **40%**

Final Examination

On successful completion you will be able to:

- Apply international standards for quality control and quality improvement.
- Apply knowledge of quality control to evaluate the impact on the engineering discipline and on business management, supply chain solutions and project management.
- Conduct total quality management, including determining productivity and cost relationships, utilising quality systems and their components and the interaction between quality and design functions.
- Synthesize advanced and integrated knowledge of process capability and improvement studies, control charting, techniques for quality studies and design for quality improvement.

## Case study response

Assessment Type <sup>1</sup>: Case study/analysis

Indicative Time on Task <sup>2</sup>: 20 hours

Due: **Week 3, 5, 6, 8, 9, and 11**

Weighting: **30%**

Case studies on Engineering Control and Reliability

On successful completion you will be able to:

- Apply international standards for quality control and quality improvement.
- Apply knowledge of quality control to evaluate the impact on the engineering discipline and on business management, supply chain solutions and project management.
- Conduct total quality management, including determining productivity and cost relationships, utilising quality systems and their components and the interaction between quality and design functions.
- Synthesize advanced and integrated knowledge of process capability and improvement studies, control charting, techniques for quality studies and design for quality improvement.

## Midterm assignment

Assessment Type <sup>1</sup>: Practice-based task

Indicative Time on Task <sup>2</sup>: 16 hours

Due: **Week 7**

Weighting: **30%**

Midterm project and practice based work

On successful completion you will be able to:

- Apply international standards for quality control and quality improvement.
- Apply knowledge of quality control to evaluate the impact on the engineering discipline and on business management, supply chain solutions and project management.
- Conduct total quality management, including determining productivity and cost relationships, utilising quality systems and their components and the interaction between quality and design functions.
- Synthesize advanced and integrated knowledge of process capability and improvement studies, control charting, techniques for quality studies and design for quality improvement.

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<sup>1</sup> If you need help with your assignment, please contact:

- the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
- the [Writing Centre](#) for academic skills support.

<sup>2</sup> Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

## Delivery and Resources

### Unit Text

#### Managing for Quality and Performance Excellence

*11th Edition*

James Evans and William Lindsay

ISBN: 9780357442036

## Unit Schedule

Week	Lecture /Content / Topic	Chapter Ref	HBR Case Study
1	Introduction and history to Quality	Ch 1	
2	Total Quality - Foundations	Ch 2	
3	Quality: Customer Focus through engaged workforce.	Ch 3 & 4	Sterling Chemicals Quality and Productivity Improvement

4	Quality as a competitive advantage – strategic management	Ch 11	
5	Quality Management Systems and Business Excellence Frameworks	Ch 2 p 80 – 85 Ch 10	Wainwright Industries – Beyond the Baldrige Awards
6	Quality and the role of Business Process Management	Ch 5	Process Reengineering in Emerging Markets
7	Key Performance Measures and the information management system to support Quality	Ch 12	
8	Statistical tools that drives process improvement – SPC, DoE	Ch 6	General Micro Electronics Assembly SPC
9	TQM, Lean Six Sigma, and Process Improvement – Part 1	Ch 8	Six Sigma Quality at Flyrock Tyres
10	TQM, Lean Six Sigma, and Process Improvement – Part 2	Ch 9	
11	Design for Quality and Product Excellence	Ch 7	Apple Powerbook Design Quality and time to market
12	Leading, building and sustaining Quality – Change management.	Ch 13	
13	Review		

## Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central \(https://policies.mq.edu.au\)](https://policies.mq.edu.au). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- [Academic Appeals Policy](#)
- [Academic Integrity Policy](#)
- [Academic Progression Policy](#)
- [Assessment Policy](#)
- [Fitness to Practice Procedure](#)
- [Grade Appeal Policy](#)
- [Complaint Management Procedure for Students and Members of the Public](#)
- [Special Consideration Policy](#)

Students seeking more policy resources can visit [Student Policies \(https://students.mq.edu.au/support/study/policies\)](https://students.mq.edu.au/support/study/policies). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

To find other policies relating to Teaching and Learning, visit [Policy Central \(https://policies.mq.edu.au\)](https://policies.mq.edu.au) and use the [search tool](#).

## Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: <https://students.mq.edu.au/admin/other-resources/student-conduct>

## Results

Results published on platform other than [eStudent](#), (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in [eStudent](#). For more information visit <ask.mq.edu.au> or if you are a Global MBA student contact [globalmba.support@mq.edu.au](mailto:globalmba.support@mq.edu.au)

## Student Support

Macquarie University provides a range of support services for students. For details, visit <http://students.mq.edu.au/support/>

## Learning Skills

Learning Skills (<mq.edu.au/learningskills>) provides academic writing resources and study strategies to help you improve your marks and take control of your study.

- [Getting help with your assignment](#)
- [Workshops](#)
- [StudyWise](#)
- [Academic Integrity Module](#)

The Library provides online and face to face support to help you find and use relevant information resources.

- [Subject and Research Guides](#)
- [Ask a Librarian](#)

## Student Services and Support

Students with a disability are encouraged to contact the [Disability Service](#) who can provide appropriate help with any issues that arise during their studies.

## Student Enquiries

For all student enquiries, visit Student Connect at <ask.mq.edu.au>

If you are a Global MBA student contact [globalmba.support@mq.edu.au](mailto:globalmba.support@mq.edu.au)

## IT Help

For help with University computer systems and technology, visit [http://www.mq.edu.au/about\\_us/offices\\_and\\_units/information\\_technology/help/](http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/).

When using the University's IT, you must adhere to the [Acceptable Use of IT Resources Policy](#).

The policy applies to all who connect to the MQ network including students.