In order to provide a hands-on learning experience, to bring about a deeper understanding of Quality Management Concepts and Process Improvement Tools, and to fulfill the experiential learning components of this course, students are required to research and write up an independent study project during this course. The project should address the organizational structure, procedures, processes and resources needed to implement a Quality Management System (QMS) improvement problem using data obtained from your own field research, or internet research. Your Individual Research Paper will count as 25% towards your Final Grade. This Individual Research Paper will be graded based on: Approach to researching and documenting a QMS policy or program (50%,) and Data Analysis and Results (50%.). The final report should be at least Eight to Ten pages long (typed, double spaced, 12 pt. ‘Times Roman’ font, APA Format) and in the following order:

1. Your Quality Management System (QMS) Project Topic.

2. Background of the Manufacturing Firm or Service Organization.

3. Overview of the Need of a Quality Management System at the target firm.

4. Your Quality Management System (QMS) Research and Data Collection Methodology.

5. Write-up and Analysis of the Elements of Your QMS.

6. Your Conclusion and Quality Management System (QMS) Implementation Plans.

7. The Organizational Implications of having a Quality Management System (QMS.) Grading of the Individual Research Paper will be judged equally on four criteria. Depth of project research (Overview): a measure of the degree of sophistication and detail in the research, including outside sources utilized. Degree of application of knowledge (Findings): a measure of how well the practices and content covered in the course were applied to the assessments. Extent of insight (Conclusions and Recommendations): a measure of how well the analysis discovered and justified performance improvement opportunities. Clarity of the composition (Manuscript): organization, grammar, graphics, work plan You will be penalized for writing that is of poor quality (e.g. incorrect grammar, misspelled words, lack of proper style, etc.). You are required to use the APA style guide.