Syllabus for Semester **Summer 2018**  
*To reflect final guests’ dates*
Department of Labor Studies and Employment Relations - Rutgers University

**A. 38:578:503:H6 Problem Solving Tools at Work**

**B. Course Description:** Applied analytical and statistical tools for solving problems at work, surveying employees, and maintaining quality. Projects are individual/group and spreadsheet-intensive.

**C. Course Objectives -**

- **Labor Studies and Employment Relations Department:**
  - Access high-quality historical, qualitative, and quantitative evidence or research (Goal 5).

- **School of Management and Labor Relations:**
  - Demonstrate an ability to collect, analyze and synthesize information to make logical and informed decisions impacting the workplace. Use evidence to evaluate hypotheses, theories and approaches to workplace issues (Goal III).

**D. Meeting Times:** **Mondays/Wednesday, 6:00 – 9:40 PM**

**E. Meeting Location:** Scott Hall (SC-204)  
[https://dcs.rutgers.edu/classrooms/scott-hall-room-204](https://dcs.rutgers.edu/classrooms/scott-hall-room-204)

**F. Professor:** Sheila M. Lawrence, Ph.D.

**G. Email ID:** [smlawren@smlr.rutgers.edu](mailto:smlawren@smlr.rutgers.edu)

**H. Office Hours:** In our classroom, prior to class, roughly from 5:00-6:00 PM and after class, or by appointment

**I. Text:** (Edition 1 or 2 is fine.) Evans and Lindsay, *An Introduction to Six Sigma and Process Improvement*, Cengage, 2015, 978-1-133-60458-7 (*Assorted handouts for statistics topics*)

**J. Excel:** *Excel Work can be done at the library or the computer labs.* If you do not have a help option, your version of Excel, Excel Light, or the student version, as well as open source software does not have Data Analysis. Further details are in part Z3 below.

**K. Special Needs** – Rutgers, the State University of New Jersey abides by the Americans with Disabilities Act of 1990, the Americans with Disabilities Act Amendments (ADAA) of 2008, and Sections 504 and 508 which mandate reasonable accommodations be provided for qualified students with disabilities and accessibility of online information. If you have a disability and may require some type of instructional and/or examination accommodation, please contact me early in the semester so that I can provide or facilitate in providing accommodations you may need. If you have not already done so, you will need to register with the Office of Disability Services, the designated office on campus to provide services and administer exams with accommodations for students with disabilities. Here are the particulars:  
Lucy Stone Hall, Livingston Campus, 54 Joyce Kilmer Ave., Suite A145, Piscataway, NJ 08854-8045  
E-mail Address: dsoffice@rci.rutgers.edu  
Phone: (848) 445-6800  
Fax: (732) 445-3388

I look forward to talking with you soon to learn how I may be helpful in enhancing your academic success in this course.

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L. **Assessments:** This class is hands-on and features assessment of projects and Take Home Exams, rather than a lecture course that uses exams to assess learning. Course assessment is calculated as a weighted average of the following projects:

M. **Grades:** Detailed project specifications are under separate cover. Please post final documents onto the Assignments Folder on Sakai.

N. **Lecture Schedule:** The following is an approximate lecture schedule. Project due-dates are tentative until confirmed. Assignments and readings represent the material to be covered during that class session. Students are expected to complete the readings and assignments on the syllabus prior to the class date on which they are listed.

**Summer Session - No assignments can be accepted after August 8 except for College Data Analysis (CDA).**

<table>
<thead>
<tr>
<th>Week #</th>
<th>N. Tentative Dates, per guest lecturers’ availability</th>
<th>Six Sigma Topic</th>
<th>Problem Solving Tools (on Sakai)</th>
<th>Statistics Topics [Varies on Sakai by Guest]</th>
</tr>
</thead>
</table>
| 1      | July 9                                                 | Ch-1 Foundations of Six Sigma: Principles of Quality Management | Overview  
Intro: #A Pareto Analysis  
Intro: #B Leadership Self-Assessment | Starbucks Case Study  
Levels of Measurement  
Assign States  
Excel Checklist – Review Document in Chapter 1 Folder prior to class. |
| 2      | July 11                                                | Ch-2 Principles of Six Sigma | Intro: #C College Data Analysis  
Intro: #D Website Quality Assurance (QA) | Descriptive Statistics  
Writing Tips |
| 3      | July 16                                                | Ch-3 Project Organization, Selection and Definition  
-- Intro: #A Pareto Analysis  
Intro: #E Survey Design Project | Bring your PCs/Macs and your one week of data in Table 1 of the Pareto Project  
Brainstorming |
| 4      | July 18                                                | '--'             | Excel Workshop: Bring your PCs/Macs and download the Excel file under Resources/Guests; view the YouTube videos, especially those on pivot tables. | Guest – Marcie from CTAAR – Excel Workshop |

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<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topic</th>
<th>Intro Notes</th>
<th>Other Notes</th>
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</thead>
<tbody>
<tr>
<td>5</td>
<td>July 23</td>
<td>Ch-4 Process Measurement</td>
<td>#A Pareto Analysis - continued</td>
<td>Multi-Voting</td>
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<td></td>
<td></td>
<td>Intro: #E Survey Design Project - continued</td>
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<td>6</td>
<td>July 25</td>
<td>Ch-5 Process Analysis</td>
<td>#G Cause and Effect Diagram</td>
<td>Charting</td>
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<td>7</td>
<td>July 30</td>
<td>Ch-6 Process Improvement</td>
<td>#H Benchmarking TBD</td>
<td>Confidence Interval</td>
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<td>Intro: #I Process Map</td>
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<td>8</td>
<td>August 1</td>
<td>Ch-7 Process Control; Ch-8 Design for Six Sigma</td>
<td>#J Interrelationship Diagraph</td>
<td>Correlation</td>
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<td>9</td>
<td>August 6</td>
<td>Ch-9 Design for Six Sigma – Optimization and Verification</td>
<td>#K Force Field Analysis</td>
<td>Work Force Focus</td>
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<td>Regression</td>
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<td>10</td>
<td>August 8</td>
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<td>Materials posted under Guests Folder</td>
<td>- Time for Completing CTAAR Survey by cell phone</td>
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<td>Guest: Mike Kanarek:</td>
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<td>7 Step Improvement Cycle Workshop</td>
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<td>11</td>
<td>August 13</td>
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<td>Open Session of College Data Analysis</td>
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<td>12</td>
<td>August 15</td>
<td>Ch-10 Implementing Six Sigma</td>
<td>Catch Up; 2 Concepts; House of Quality - TBD</td>
<td>- Time for Completing CTAAR Survey by cell phone</td>
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<td>Excel Project – Six Sigma PPTs</td>
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<td>- 10 Implementation</td>
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<td>- Myths of Six Sigma;</td>
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<td>- 10 Tips for Finishing a Six Sigma Project</td>
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<td>Successfully;</td>
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<td>- Larry the Golfer -</td>
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<td>Six Sigma Case</td>
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<td>Study: Starbucks</td>
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<td><a href="http://sakai.rutgers.edu/portal/site/sirs">http://sakai.rutgers.edu/portal/site/sirs</a></td>
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</tbody>
</table>

No assignments can be accepted after August 8 except for College Data Analysis (CDA).
P. Attendance: Attendance is of critical importance. It is essential to keep up with the class material. Attendance will be taken in each class. If a student misses/will miss a class, then the student needs to send a courtesy e-mail message to the professor.

Q. Required: Statistical software in Excel 2007 (or higher). Reading assignments must be completed prior to each lecture. Communication Devices: No communication devices (cell phones, palm pilots, beepers, pagers, etc.) can be used in the classroom.

R. Assessment:
Posting of Grades: please check MyRutgers for your final grades.
Assessment Policy:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Scores Based on Course Components</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>90-100</td>
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<tr>
<td>B+</td>
<td>85-89</td>
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<tr>
<td>B</td>
<td>80-84</td>
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<tr>
<td>C+</td>
<td>75-79</td>
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<tr>
<td>C</td>
<td>70-74</td>
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<tr>
<td>D</td>
<td>60-69</td>
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<tr>
<td>F</td>
<td>&lt; 60</td>
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</tbody>
</table>

Note: The thresholds for final letter grades will be re-scaled if a conventional standard seems unreasonable.
S. Academic Integrity: All students are responsible for locating, reading, and abiding by the University Policy on Academic Integrity for Undergraduate and Graduate Students. The policy is available on-line at http://cat.rutgers.edu/integrity/policy.html

T. Recommendations: Requests for recommendations must be made in writing after completion of the course.

U. Take Home Assignments: The College Data Analysis project has been posted on Sakai under Resources. It must be handed in on time in its entirety. The submission must be complete; no partial assignment can be submitted. It must be posted to the Assignments Folder.

All other individual assignments require paper copy submission, with uploads to the Drop Box.

V. Communication:
1. NETID Needed
Rutgers uses the Sakai system. In order to use this system, you must have a NETID and PW. A NETID is an account on one of the main systems at Rutgers (Pegasus, Eden, Andromeda or RCI).
- If you have a NETID, you can currently ensure that you will be able to login to the system.

2. Sakai
To facilitate class learning, please access and print course documents needed for class from the course management system known as Sakai. Course documents are posted in folders under Resources.

Quick Start for Sakai: https://sakai.rutgers.edu/access/content/public/quickmember.html
Sakai website: http://sakai.rutgers.edu/portal
If you do not see this course listed, then the site in likely in the “More” dropdown box to the right of your tabs. You can rearrange the order of your sites or hide sites from previous semesters by using the Preference tool in My Workspace and clicking on the “Customize Tabs” action button.

W. Student E-Mail and Phone Numbers:
a. A student can forward mail from his/her Rutgers e-mail address to a preferred e-mail address. Go to http://www.eden.rutgers.edu/tools.php and click on forwarding. Enter your NetID and PW. Then fill in your preferred e-mail address.

   Cautions: Hotmail has problems with e-mails with attachments. Also, some corporations spam e-mails with attachments.
   - If you have any problems, please contact your local RUCS helpdesk at help@nbcs.rutgers.edu

b. Students, also, have the responsibility to then inform the professor of any changes to their phone numbers (day and evening). Please use “37:575:403” in the Subject section to avoid being spammed.
Please sign your full name in all e-mail correspondence. DO NOT REPLY ALL or Select ALL: Sakai Mail Tool; If you click on Select ALL or Reply ALL, then every department staff member, instructors, teaching assistants and registered students associated with the course, will receive your correspondence.

c. Please check your e-mail regularly, especially on the day of class, to learn if there are any changes in the class schedule, class requirements, or for other general announcements.

X. Study Groups: Forming study groups will facilitate learning by keeping you focused, involved, and current in the course.

Y. Classroom Etiquette: Common courtesy is expected at all times.

Z1. Parking Impacts: Special events may impact parking.

Z2. University/Campus Closings: 732-932-INFO (New Brunswick); http://campusstatus.rutgers.edu

Z3. Excel Work can be done at the library or the computer labs. If you do not have a help option, then your version of Excel, Excel Light, or the student version, as well as open source software does not have the Analysis Toolpak/Data Analysis.

Excel and Data Analysis – They are available in the Rutgers Computer Labs.

- Additional suggestions:
  
  Purchase Microsoft Office and Windows software at University discount prices on
  
  - http://software.rutgers.edu
  - Log in with your RU NetID
  - On the panel on the right, select MS Software for Personal Use, scroll down to view the Microsoft offerings
  - You can pay with a personal check or credit card

  For PC: Install the Excel Analysis Pack for additional statistical and analytical tools
  
  - From the Office Button, select Excel Options and Add-Ins
  - In the inactive application section, select Analysis Took Pack and hit GO and OK to install
  - Use the Analysis Tool Pack from the Data Ribbon, Data Analysis option

  The Analysis Tool Pack includes histograms, regressions, sampling data, Fourier analysis, et. al, and also includes several randomization functions, such as RAND and RANDBETWEEN

- MAC Users - Microsoft Excel 2016 Analysis ToolPak
  
• **For Home and Office 365, to upgrade to Office 2016**

For Home and Office 365, go to the Office My Account page. Click Language and install options. Click Additional install options. Open the Version drop-down menu and select the 32-bit or 64-bit Office 2016 Preview. This will install the Office 2016 Preview on your device. You will stay on the Office 2016 Preview track until you uninstall the Office 2016 Preview or until Office 2016 is released.

Z4. **Student-Wellness Services:**

Just In Case Web App

[http://codu.co/cee05e](http://codu.co/cee05e)

Access helpful mental health information and resources for yourself or a friend in a mental health crisis on your smartphone or tablet and easily contact CAPS or RUPD.

Counseling, ADAP & Psychiatric Services (CAPS)

(848) 932-7884 / 17 Senior Street, New Brunswick, NJ 08901 / rhscaps.rutgers.edu

CAPS is a University mental health support service that includes counseling, alcohol and other drug assistance, and psychiatric services staffed by a team of professional within Rutgers Health services to support students’ efforts to succeed at Rutgers University. CAPS offers a variety of services that include: individual therapy, group therapy and workshops, crisis intervention, referral to specialists in the community and consultation and collaboration with campus partners.

Violence Prevention & Victim Assistance (VPVA)

(848) 932-1181 / 3 Bartlett Street, New Brunswick, NJ 08901 / vpva.rutgers.edu

The Office for Violence Prevention and Victim Assistance provides confidential crisis intervention, counseling and advocacy for victims of sexual and relationship violence and stalking to students, staff and faculty. To reach staff during office hours when the university is open or to reach an advocate after hours, call 848-932-1181.

Disability Services

(848) 445-6800 / Lucy Stone Hall, Suite A145, Livingston Campus, 54 Joyce Kilmer Avenue, Piscataway, NJ 08854 / [https://ods.rutgers.edu/](https://ods.rutgers.edu/)

The Office of Disability Services works with students with a documented disability to determine the eligibility of reasonable accommodations, facilitates and coordinates those accommodations when applicable, and lastly engages with the Rutgers community at large to provide and connect students to appropriate resources.

Scarlet Listeners


Free and confidential peer counseling and referral hotline, providing a comforting and supportive safe space.

**Note: This course outline/syllabus is subject to change at the discretion of the instructor.**