

Total Quality Management for the Food and Packaging Industries
FDSC 409 (3 Credits – 3,0)
Spring 2006

Instructor: Dr. John U. McGregor
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Office Hours: by appointment
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Class Time: Tue and Thu (9:30 to 10:45)
Class Location: 103 Tillman Hall

I. Course Description

An introduction to the principles of modern quality management with emphasis on quality standards and issues and the practices necessary for food processing and packaging companies to survive in a customer-driven marketplace.

II. Text

Handouts

III. Course and Individual Learning Objectives

At the conclusion of this course, the student should be able to:

1. Demonstrate an understanding of a systematic approach to quality assurance;
2. Demonstrate an understanding of statistical quality control methods;
3. Develop a strategy to build relationships with competitive and supportive forces within an industry;
4. Effectively lead a quality assurance team;
5. Use critical thinking skills to evaluate quality control problems
6. Compare and contrast the importance of common causes vs. assignable causes
7. Design an effective annual evaluation process for improving employee performance and communicating company goals

IV. Grading and Assignments

The course will follow a traditional lecture/discussion style format with student learning being assessed by three 100 point exams, task oriented assignments/quick quizzes and written assignments designed for inclusion in the portfolios of individual students.

Overall Grade Distribution

Task oriented assignments/quick quizzes (15%)

Three hourly exams (75%)

Assignments for Individual Portfolio (10%)

Grading System

A (90 to 100%) – Excellent, Accurate facts, Demonstrate complete and full understanding of concepts, principles and relationships with the development of original ideas

B (80 to 89.9%) – Very Good, Accurate facts with some understanding and demonstration of concepts and principles

C (70 to 79.9%) – Good, Accurate facts with little demonstration of concepts and principles

D (60 to 69.9%) – Unsatisfactory, Factual errors, incomplete

F –

Important Dates

Hourly Exam I – Feb 9

Hourly Exam II – Mar 9

Hourly Exam III – Apr 6

Final Exam – Apr 29, 6:30 to 9:30 PM

Topical Outline

Introduction to quality control, quality assurance and evaluation

Organization and responsibilities of quality control/assurance department

Systems approach to quality assurance

Quality Management Systems
Managing Teams
Good manufacturing practices, handling raw ingredients
Measuring quality attributes
Cleaning and sanitation
Ingredient, product, and processing specification sheets
Hazard Analysis Critical Control Point (HACCP)
Interfacing quality assurance with: Production management; marketing; research and development
Managing product recalls and crisis
Customer complaints
Nutritional labeling
Regulatory agencies and inspection
Waste disposal
Specific Industries

V. Policy on Attendance and Academic Integrity

All students are expected to attend class and be prepared. Students are authorized to leave if an instructor or substitute instructor is not present after a 10-minute wait.

The following is the official statement on “Academic Integrity.”

“As members of the Clemson University community, we have inherited Thomas Green Clemson’s vision of this institution as a “high seminary of learning.” Fundamental to this vision is a mutual commitment to truthfulness, honor, and responsibility, without which we cannot earn the trust and respect of others. Furthermore, we recognize that academic dishonesty detracts from the value of a Clemson degree. Therefore, we shall not tolerate lying, cheating, or stealing in any form.”