COURSE SYLLABUS

Business	BMG 202	Principles of Manageme	ent (CRN 2069)
Department	Course No	. Course Ti	tle
3 Credit Hrs.	online # lecture hrs./v	week # lab hrs./week	
Prepared by	Patty Raymond		Summer Session 2018 Online
		Faculty Member	Date
Course prerequisi	tes:	Placement in English 101 or English 1011	Ξ
Course Location (number):	(building/room		
Meeting time (day	ys/hours):	Summer 2018	
Office Hours Contact Informati	on		
		Email: <u>praymond@mxcc.commnet.edu</u> or Blackboard Tn. 860 343-5772	

SCOPE OF COURSE

This Management course is an introduction to the principles of management and their application to the business organizations. Emphasis is placed upon the management functions: development of a philosophy of total quality management; interpersonal behavior and business problem solving skills.

PROGRAM/DISCIPLINE LEARNING OUTCOMES CONTAINED IN COURSE

In today's competitive business environment, employers expect graduates to possess a certain skill set. The goal of the Business Division is to incorporate the following outcomes from each course:

- o Critical thinking, problem solving and analytical skills
- o Current technological skills
- o Interpersonal skills and awareness
- o Teamwork, team-building and project focus
- o Knowledge of ethical and legal business behavior
- o Awareness and respect for other perspectives

- o Global awareness and respect for other perspectives
- o Flexibility and adaptive to change
- o Personal productivity and organizational skills
- Ability to understand your customer
- Understand process management

IMPORTANCE OF COURSE IN PROGRAM/DISCIPLINE

Management (BMG 202) provides the student with the fundamentals to the principles of business management and their application to organizations and is required of all business students. Effectiveness in business management is crucial. The knowledge, skills, and attitudes needed to effectively manage people are the same as those necessary in real life. This course provides each student a firm business foundation and an opportunity to develop his/her own, unique philosophy and style of management.

LEARNING OUTCOMES:

The goal of the Principles of Management course is for each student to develop an understanding of the basic management principles and practices in American businesses and the global market place. Also, the course provides students with the opportunity to:

- o Analyze principles, techniques and major functions of management and business organizations
- o Work independently and with others of diverse backgrounds
- o Demonstrate proficiencies in reading, writing, listening, presentation and decision making
- o Rationalize and present solutions to problems using business knowledge and knowledge from other academic disciplines
- Develop a sound ethical, philosophical and moral skill set necessary to succeed in business

Textbooks and other required readings/computer software/materials/library reserve room:

Management, a practical introduction, 7th edition, Kinicki, Williams, McGraw-Hill Irwin 2011

 Access to the Internet is required. Middlesex Community College provides computer facilities that include access to the Internet, and access to Microsoft Office application software products. Students who do not have their own computers will find adequate facilities available for their use.

- All students must have a Banner ID number to access college computer facilities Instructions will be given in the efficient use of the extensive electronic library holdings.
- 3. All students will be required to complete current readings from periodicals, newspapers, and the Internet as a supplement to the required textbook readings.

Evaluation methods (exams, term papers, projects, etc.), percentages towards final grades, and relation to course objectives:

Several hours per week of computer time are required for students to complete assignments and to keep up with the calendar of chapters.

Preparation and Class Participation

Abstract / Articles/Cases

Homework/Internet Research Assignments and Readings

Scheduled Tests

(There is no makeup of scheduled tests unless PRIOR arrangements have been made with the instructor.

There are no exceptions for anyone) (The dates for unit tests appear on this syllabus)

Written Management Research project (mandatory)

Preparation and Study Time: You must prepare for each class by reading all assigned material and completing all homework activities prior to class. This course requires students to spend a significant amount of time outside of the classroom in individual and/or group study. At least one - two hours should be spent studying outside of the class for every hour spent in the classroom. Students who regularly prepare for class tend to successfully achieve their academic goals.

Participation:

You are expected to attend each class session and to be prompt. You must have your textbook, homework, a notebook, and a writing instrument. Each student is expected to contribute meaningfully to class discussions. The wide range of interests and experiences held by class members will reflect the diversity of today's business organizations. We can all learn more from each other than from the instructor alone.

The professor will evaluate each student's participation and contribution to the class. Your grade for class participation will be based on the content and quality of participation (rather than frequency), and initiatives to enrich discussions. A student who attends and participates regularly will receive the maximum assessment for this portion of his/her grade. A student who attends regularly but

chooses to not participate, or attends infrequently, will receive the minimum assessment.

. Withdrawal:

A student may withdraw from any course after the add/drop period, until the end of the 11th week of the semester. This deadline is published in the Academic Calendar. A student must take the responsibility for initiating and completing a withdrawal. It is in the best interest of the student to discuss a withdrawal with his/her academic advisor, and/or the instructor of the course.

If for any reason, a student is unable to complete the course, he/she must follow the college policy and officially withdraw from the course. Appropriate forms are available at the Records Office. If a student does not withdraw, he/she will be awarded the letter grade earned. Once a grade is officially recorded with the Registrar, the grade will NOT be changed at a later date. There will be NO exceptions to this policy.

Incomplete:

An Incomplete is a temporary grade assigned when course work is missing, and the student agrees to complete the course requirements. Although the student may request an "I", the faculty member is not required to honor the request. If an "I" is assigned, the faculty member will set forth, in writing, a description of the work to be completed, the date by which the work must be submitted (ie. the end of the 10th week of the next standard semester), and a statement that the "I" will change to an appropriate letter grade if the work is not completed within the specified period of time.

A student will be issued an Incomplete ONLY if he/she makes direct contact with the instructor, prior to Final Exam Week. An "I" will be given only for work unfinished because of illness, accident, or other unavoidable absence, and when the instructor determines that the student has a reasonable chance of successfully completing the required work.

"Ethics and Honesty in the Classroom"

"At Middlesex Community College we expect the highest standards of academic honesty. Academic dishonesty is prohibited in accordance with the Board of Trustees Proscribed Conduct Policy in Section 5.2.1 of the Board of Trustees' Policy Manual. This policy prohibits cheating on examinations, unauthorized collaboration on assignments, unauthorized access to examinations or course materials, plagiarism, and other proscribed activities. Plagiarism is defined as the use of another's idea(s) or phrase(s) and representing that/those idea(s) as your own, either intentionally or unintentionally." (Board of Trustees' Policy 5.2. 1)

Teacher's Responsibilities to Students:

- I will be prepared to teach each class each day we are in session.
- I will treat each student with dignity and respect
- I will be accessible to all students who need help and will assist them to find appropriate tutorial assistance if necessary
- I will attempt to make all assignments clear and concise and grade and return student's work in a timely fashion
- I will be available during office hours to address student's concerns when an appointment has been made in advance

Student's Responsibilities to the Course

- You will be responsible to prepare for each class session (all readings complete and assignments done)
- You will be responsible to have all written assignments or oral presentations ready on the dates required.
- You will be expected to treat each other and the instructor with respect
- you will be expected to conduct yourself in an appropriate manner while you are in attendance in this course

Plagiarism: Presenting another's work without acknowledgement is plagiarism and will not be tolerated. Please see the "Ethics and Honesty in the Classroom" above.

ADA Accommodations Statement

Students with physical or learning disabilities who may require accommodations are encouraged to contact the Counseling Office. After disclosing the nature of the disability, students are urged to discuss their needs with individual instructors. This should be done at the beginning of each semester. Instructors, in conjunction with appropriate college officials, will provide assistance and/or accommodations only to those students who have completed this process.

Religious Accommodation Statement

If your religious obligations conflict with the course calendar requirements, and if you wish to request an accommodation, you must make your request in writing prior to the date of the assessment or activity you will miss and preferably at the beginning of the semester. When requesting a make-up quiz, test, exam, assignment, or activity, state the reason for your request and the date(s) on which your religious obligation(s) will conflict with the course calendar requirements. Also, if your religious obligation/holiday is unfamiliar to your instructor, you may be asked to provide a calendar which shows the published date(s) of your religious observance(s) or holiday(s).

Use of Computing Resources

All resources and facilities of the Data Processing Labs, including the computer classroom sites, are to be used solely for the legitimate and authorized academic and administrative purposes. Any unauthorized or illegitimate use of the computer systems, resources, and/or facilities will be subject to appropriate disciplinary action, including but not subject to criminal prosecution in accordance with Section 53a-250, et seq., of the General Statutes.

IMPORTANT COLLEGE POLICIES!! PLEASE READ CAREFULLY! For information about the college's policies and procedures regarding academic honesty, accessibility/disability services, attendance, audio-recording in the classroom, grade appeals, religious accommodations, weather and emergency closings, and more, please go to the following website: www.mxcc.edu/catalog/syllabus-policies/ or scan the QR code with your smart phone. Also, please become familiar with the policies regarding nondiscrimination, sexual misconduct, and general student conduct at the following website: www.mxcc.edu/nondiscrimination/.

Course Syllabus Summer 2018 Course opens – Monday 6/18/2018

This document includes important information about each of the modules that make up this course, module objectives, and summaries of each module's gradable activities and associated deadlines. Please carefully review the "Let's Get Started" learning module for additional important information about this course, such as the course overview and Student Contract, instructor contact information, detailed grading policies, course navigation information, etc. Below is a summary of the most important grading Information and the requirements to successfully complete this course.

In order to be successful in this course

By the last day of the course, you must:

- Satisfactorily complete all of the gradable work in the course. The total
 possible points is 1000, which includes all possible points for gradable
 assignments, weekly discussions, gradable reflective journals, and the
 final reflective paper), AND
- Satisfactorily complete and submit the final reflective paper. This is mandatory--you cannot be awarded the certificate without it, AND
- Demonstrate mastery in your practice shell of the technical proficiencies listed below. Successful completion of all of your assignments will be considered mastery. If you do not successfully complete all technical

assignments, you will be required to demonstrate proficiency before the end of the course. No additional points will be awarded for this work.

Each assignment in the course is graded using a rubric with specific point values for various steps and sub steps that must be completed for each assignment, so you should carefully review and print out this information. This enables each participant to easily determine where they may have lost points for a given assignment. This approach also contributes to a high degree of consistency in grading, by different instructors. The rubric used for discussion forums and journals are much simpler and simply assess whether the discussion/journal instructions were addressed directly and specifically, whether any minimum word count requirements were met, and whether the discussion or journal posts were submitted on time.

If you fail to submit an assignment or required discussion or journal post, you will receive a zero. Partial credit is not awarded for late submissions.

Details of exactly what is expected in regard to grading for the various activities in this course are included in the "Let's Get Started" module. The required due dates for all gradable activities are included in the Syllabus and in the "gradable activities" page in each module. Please read them carefully.

Figuring out "Where You Stand" in the BMG 202 course

I use the "1000 Point Grading System" in this course and one nice thing about it is that it's pretty easy for you to be able to figure out how you're doing at any point in the class.

Here's how you can do the math to figure it out for yourself. It's easy to do!

- 1. Look at **My Grades** and at the current "Overall Total" at the bottom.
- 2. Look at how many UNGRADED items still remain and tally up how many "potential points" are still outstanding for the assignments, discussions, and reflective journals in future modules, plus the (MANDATORY!) **Final Exam**. The number of possible points for EVERY Module is listed in the syllabus
- 3. Add up your current "overall total points" plus the number of "possible points" for items you have not yet been graded on.
- 4. The number you come up with will tell you how much "wiggle room" you have in terms of the number of points you need to earn between the module you're in and the end of the course!

Grading Scale

Letter Grade:	<u>Total Points</u>
Α	930-1000
Α-	900- 920
B+	870- 890
В	830- 860
B-	800- 820
C+	770 – 790
С	730 – 760
C-	700 – 720
D+	670 – 690
D	630- 660
D-	600-620
F	Below 600

Chapters

Unit Outlines/Unit Objectives/Expected Outcomes/Assessment Measures:

Dates	Management Concepts:	Assignments:	Points
22.02		Read pgs. 12-44	
		18	
	"Let's Talk About It"	Discussion	
Module 1	discussion: To earn the points		
	for this activity, you must do	Initial Post due no later than Wed. 6/20	
Chapter 1: The	BOTH of the following:	At 11:59 pm is always the deadline for	
Exceptional	4 CI' 1 CDEATE	these initial posts	
Manager: What	1. Click CREATE	Land Harm Paris	25
You Do, How You	THREAD for your initial post with your		
Do It	response to the	Reply to at least one participant due no	
	discussion prompt	later than Friday 6/23 (this holds true	
	questions. Your	throughout the course)	
	discussion post must	throughout the course)	
	DIRECTLY AND	Module 1 Discussion/ Legal Ethical	
	SPECIFICALLY address	Challenge	
	the discussion prompts or	Chanenge	
	you will not receive	1 Dg 49 To Doloy on Not to Doloy	
	points for this activity.	1. Pg. 48 To Delay or Not to Delay	
		Solving The Challenge 1-4	
	2. Click REPLY to	C-4	
	respond to at least	Saturday 6/24 (this Saturday 11:59pm	
	one other course	deadline holds true throughout the	
	participant's post.	course for all assignments and journal	
	(You may respond to more than one if you	entries below.	
	wish.)	W. 1.1.4.1	
	wish.)	Module 1 Assignment 1/ Case Work	
	BOTH of the above posts must	A D 477 (CDOW)	25
	meet the deadlines shown at right	2. Pg. 47 Target CEO Works to	25
	in order to earn points for the	Regain Consumer Trust after	
	weekly discussion—there is no	the Company Was Hacked for	
	partial credit for discussions or	Discussion 1-5	
	journals—they are "all or		
	nothing".	Module 1 Assignment 2/ Contract	
		You will open the Word document that	Pass/
		is included as an attachment to	Fass/ Fail
			r an
		Assignment 2, "sign it" by typing in	
		your name at the bottom along with	
		the date. Then save it as a PDF file.	
		Attach the PDF file to the assignment	
		when you submit the assignment.	

Module 2 Chapter 2: Management Theory Essential Background for the Successful Manager	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following: 1. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive	Read pgs. 50-76 Discussion Initial Post due no later than Wed. 6/20 At 11:59 pm is always the deadline for these initial posts Reply to at least one participant due no later than Friday 6/22 at 11:59 pm (this holds true throughout the course) Module 2 Discussion 2/ Legal Ethical Challenge	25
	points for this activity. Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	1. Pg 78 Is an Apology Enough? Saturday 6/23 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below. Module 2 Assignment 1/ Case work 1. Pg. 77 GM's New CEO, Mary Barra, Must Manage a Major Recall Journal Entry Complete self-assessment and questions PDF can be found under Module 2 Apply What You Have Learned	25 30
Module 3 Chapter 3: The Manager's Changing Work	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following:	Read pgs. 82-104 Discussion Initial Post due no later than Wed. 6/27 At 11:59 pm is always the deadline for	

Environment & Ethical Responsibilities	2. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity. Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Reply to at least one participant due no later than Friday 6/29 at 11:59 pm. (this holds true throughout the course Module 3 Assignment 2/Legal Ethical Challenge 1. Pg. 109 Is It Fair to Have Different Standards for Paying Bills versus Collecting Bills? Saturday 6/30 (this Saturday11:59pm deadline holds true throughout the course for all assignments and journal entries below. Module 3 Assignment 1/Case work 2. Pgs. 107 - 108 UPS Actively Pursues Sustainability Journal Entry Complete self-assessment and questions PDF can be found under Module 3 Apply What You Have Learned	25 25 20
Module 4 Chapter 4: Global Management Managing Across Borders	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following: 3. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts	Read pgs. 110 -138 Discussion Initial Post due no later than Wed. 6/27 At 11:59 pm is always the deadline for these initial posts Reply to at least one participant due no later than Friday 6/29 (this holds true throughout the course	25

	or you will not receive points for this activity. 4. Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Module 4 Assignment 2/Legal Ethical Challenge 1. Pge. 143 Should Families of Passengers on Malaysia Flight 370 Be Allowed to Sue for Damages in the US.?	
		Saturday 6/30 (this Saturday11:59pm deadline holds true throughout the course for all assignments and journal entries below.	
		Module 4 Assignment 1/Case work 1. Pg. 141-143 Norwegian Air Shuttle Aspires to Become the Cheapest Global Airline	25
		Journal/Individual Complete self-assessment and questions PDF can be found under Module 4 Apply What You Have Learned	20
Module 5 Chapter 5: Planning/The Foundation of Successful Management	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following: 2. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the	Read pgs. 146 -166 Discussion Initial Post due no later than Wed. 7/4 At 11:59 pm is always the deadline for these initial posts Reply to at least one participant due no later than Friday 7/6 (this holds true throughout the course	

	discussion prompts or you will not receive points for this activity. Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Module 5 Assignment 2/ Legal Ethical Challenges 1. Pg. 156 How Do You Think Companies Should Respond to Accusations Made by a Whistle-Blower?	25
		Saturday 7/7 (this Saturday 11:59pm deadline holds true throughout the course for all assignments. Module 5 Assignment 1/Casework 2. Pg. 167-168 GE's Poor Planning Results in Delays & Increased Costs No Journal Entry for this Module	25
All posts due no later than 7/11 At 11:59 pm.	Test No. 1 – Essay due Wed. 7/11	Instructions will be posted for Test No. 1 covering chapters 1, 2,3, 4, and 5	100
Module 6	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the	Read pgs. 170- 197 Discussion	

	one other course participant's post. (You may respond to more than one if you wish.)	for Boards of Directors Saturday 7/7 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below.	
		Module 6 Assignment 1/Casework 1. Pgs. 197-198 Putting AutoZone into Drive Module 6 Assignment 2/ Abstract 2. Individual Abstract Assigned Journal/Individual Complete self-assessment and questions PDF can be found under Module 6 Apply What You Have Learned	25
Module 7 Chapter 7: Individual & Group Decision Making/ How Managers Make Things Happen	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following: Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity. Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Read pgs. 200-233 Discussions Initial Post due no later than Wed. 7/11 At 11:59 pm is always the deadline for these initial posts Reply to at least one participant due no later than Friday 7/13 (this holds true throughout the course Module 7 Discussion Legal/Ethical Challenge 1. Pg. 235 Would You Agree to Wear	25

		a Sensor So Your Employer Can Track Your Movements & Conversations Saturday 7/14 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below.	25
		Module 7 Assignment 1/Casework 1. Pgs. 233-234 Companies Use	25
		Tracking Devices to Help Make Decisions	
		Journal/Individual Complete self-assessment and questions PDF can be found under Module 7 Apply What You Have Learned	15
Module 8	"Let's Talk About It" discussion: To earn the points for this activity,	Read pgs. 238-269	
Chapter 8: Organizational	you must do BOTH of the following: Click CREATE THREAD	Discussion	
Culture, Structure, & Design	for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND	Initial Post due no later than Wed. 7/11 At 11:59 pm is always the deadline for these initial posts	
	SPECIFICALLY address the discussion prompts or you will not receive points for this activity. Click REPLY to respond to at least one other course participant's post.	Reply to at least one participant due no later than Friday 7/13 (this holds true throughout the course	25
	(You may respond to more than one if you wish.)	Module 8 Discussion 8 /Legal/Ethical Challenge	
		1. Pg. 273 Is Apple's Culture Going Too Far?	
		Saturday 7/14 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below.	
			25

		Module 8 Assignment 1/Casework 1. Pgs. 271- 273 IDEO's Culture Reinforces Helping Behavior Journal/Individual Complete self-assessment. PDF can be found under Module 8 Apply What You Have Learned	15
Module 10 Chapter 10: Organizational Change &Innovation/ Lifelong Challenges for the Exceptional Manager	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH the following: 1. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity. Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Read pgs. Pgs. 318 – 345 Discussion Initial Post due no later than Wed. 7/18 At 11:59 pm is always the deadline for these initial posts Reply to at least one participant due no later than Friday 7/20 (this holds true throughout the course Module 10 Discussion 10/ Legal Ethical Challenge 1. Pgs. 348 Should CEOs Fire Employees Based on the Opinions of U.S. Senators? Saturday 7/21 (this Saturday 11:59pm deadline holds true throughout the course for all assignments below Module 10 Assignment 1/Casework 2. Pgs. 347-348 Hewlett-Packard Is Counting on Organizational Change to Boost Revenue Growth	

All posts due no later than At 11:59 pm.	Test No. 2 – Essay due Wed. 7/25	Instructions will be posted for Test No. 2 covering chapters 6, 7, 8, and 10	
Module 12 Chapter: 12 Motivating Employees/ Achieving Superior Performance in the Workplace	"Let's Talk About It" discussion: To earn the points for this activity, you must do BOTH of the following: 2. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity. Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Read Pgs. 388– 420 Discussion Initial Post due no later than Wed.7/18 at 11:59 pm is always the deadline for these initial posts Reply to at least one participant due no later than Friday 7/20 (this holds true throughout the course Module 12 Discussion 12 /Legal/Ethical Challenge 1. Pgs. 422 Should College Athletes Be Paid to Perform? Saturday 7/21 (this Saturday 11:59 pm deadline holds true throughout the course for all assignments and journal entries below Module 12 Assignment 1/Casework 1. Page 406-407 Caterpillar Puts Employee Pay at Risk, but is It Done Fairly No Journal Assignment for this Module	25

Module 14	"Let's Talk About It" discussion: To earn the points for this activity,	Read Pgs. 454-483	
Chapter 14 ower, Influence,	you must do BOTH of the	Discussion	
Leadership/From Becoming a Manager to Becoming a Leader	following: 2. Click CREATE THREAD for your initial post with your response to the discussion prompt questions. Your discussion post must	Initial Post due no later than Wed. 7/25 At 11:59 pm is always the deadline for these initial posts Reply to at least one participant due no later than Friday 7/27 (this holds true throughout the course	2
	DIRECTLY AND SPECIFICALLY address the discussion prompts or you will not receive points for this activity.	 Module 14 Discussion 14 /Legal/Ethical Challenge Pg. 488 Is It Ethical For Organizations to Incentivize Their Employees to Poach People from Competing Companies? 	
	Click REPLY to respond to at least one other course participant's post. (You may respond to more than one if you wish.)	Saturday 7/28 (this Saturday 11:59pm deadline holds true throughout the course for all assignments and journal entries below	
		Module 14 Assignment 1/Casework	25
		1. Pg. 485-487 Leadership Lessons from Sir Alex Ferguson	
Chapter 16		Read Pgs. 526-562	
Control Systems & Quality Management		No Discussion is due this week	
		Saturday 8/6 (this Saturday at 11:59 pm deadline holds true throughout the course for all assignments below	
		Module 16 Assignment 1/Casework	
		1. Pgs. 546- 547 UPS Relies on Sophisticated Control Systems to Manage Package Deliveries	
			2

		No Journal Entry for this Module	
All posts due no later than At 11:59 pm.	Final Exam – Essay due Monday, 8/6	Instructions will be posted for Test No. 3 covering chapters 12,14, and 16	100