



WORKPLACE POLICY AND PERFORMANCE MANAGEMENT



BUSINESS STUDIES DEPARTMENT MISSION STATEMENT

Aligning with the Lakewood University mission, our innovative business programs will prepare learners to work as valuable managers and leaders in their respective workplaces, facilitating change for the benefit of the organization, its stakeholders, and society.

WPPM400 — Workplace Policy and Performance Management, 3.0 hours

PROFESSOR

As a human services professional, Lisa has run many divisions and organizations in government, non-profit and for profit businesses. All of these multi-million dollar enterprises required strategy development with a focus on quality, data driven decision-making and collection, the development of operational and hiring processes and supervision and mentoring of younger or less experienced staff. Lisa has taken her 30 + years of experience and is now the President and owner of Bottom Line Consulting Group, a strategy management consulting firm. She currently assists with hiring instructors and well as leading key projects for Lakewood College.

CONTACT INFORMATION

E-mail: llbottoms@lakewood.edu
Cell Phone: 800-517-0857

ONLINE SUPPORT (IT) AND MOODLE NAVIGATION:

All members of the Lakewood University community who use the University's computing, information or communication resources must act responsibly. Support is accessible by calling 1-800-517-0857 option 2 or by emailing info@lakewood.edu

BOOKS AND RESOURCES

Evans, James R. *Managing for Quality and Performance Excellence*. 12th Edition. Cengage Learning US, 2024.

EVALUATION METHOD

Graded work will receive a numeric score reflecting the quality of performance.

Course Requirement Summary

- Assignments - Total of 60 Points
- Weekly discussion forums-Total of 80 Points
- Final Exam - 50 Points

GRADING SCALE

Graded work will receive a numeric score reflecting the quality of performance as given above in evaluation methods. The maximum number of points a student may earn is 190. To determine the final grade, the student's earned points are divided by 190.

Your overall course grade will be determined according to the following scale:

A = (90% -100%)

B = (80% - 89%)

C = (70% - 79%)

F < (Below 70%)

ACADEMIC INTEGRITY/ PLAGIARISM:

Cheating (dishonestly taking the knowledge of another person whether on a test or an assignment and presenting it as your work) and plagiarism (to take and pass off as one's own the ideas or writing of another) are a serious issue. While it is legitimate to talk to others about your assignments and incorporate suggestions, do not let others "write" your assignments in the name of peer review or "borrow" sections or whole assignments written by others. We do get ideas from life experiences and what we read but be careful that you interpret these ideas and make them your own.

I am aware that many types of assignments are available on the internet and will check these sources when there is legitimate suspicion.

Penalty is a zero on the assignment. In cases where there is a major or continuous breach of trust, further discipline, such as an "F" in the course, may be necessary.

The major consequence of any form of cheating is damage to your character and the result of trust and respect.

DISABILITY ACCOMMODATIONS

Students who have a disability and wish to request an academic accommodation should contact Jim Gepperth, the Disabilities Services Coordinator and Academic Dean. The student can request an accommodation at any time although it is encouraged to do so early in the enrollment process. The student should complete an accommodation request form which begins a conversation between the school and the student regarding the nature of their disability and an accommodation that would help the student succeed in their program. The school may request documentation regarding the disability to address the accommodation request effectively. The school will communicate to the student the type of accommodation arranged. This process typically follows a team approach, bringing together persons from the academic department (including the instructor) and personnel from other departments as necessary. Additional information on disability accommodations may be found in the Lakewood University Catalog.

Disability Services Email: disabilityservices@lakewood.edu

SUPPLEMENTAL TEXTS

You can use the following resources to assist you with proper source citation.

American Psychological Association Style Guide- https://www.mylakewoodu.com/pluginfile.php/118179/mod_resource/content/1/APA%20Style%20Guide%207th%20edition.pdf

The Purdue OWL website is also a helpful resource for students. Here is a link to the OWL website: https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html

LIBRARY

Mary O'Dell is the Librarian on staff at Lakewood University

She is available by appointment. You can make an appointment with her by emailing her at modell@lakewood.edu or call at 1-800-517-0857 X 730

You may also schedule a meeting at this link: <https://my.setmore.com/calendar#monthly/r3a761583354923270/01032020>

She can assist you with navigating LIRN, research, citations etc.

SUPPORT

Each student at Lakewood University is assigned a Success Coach. Your Success Coach exists to assist you with academic and supportive services as you navigate your program. They will reach out to you, often, to check-in. Please use the resources they offer.

Student Services is available to assist with technical questions regarding Lakewood University and all services available to you.

1-800-517-0857 option 2
info@lakewood.edu
studentservices@lakewood.edu

CAREER SERVICES

Students are offered Career Services at any point as they journey their academics at Lakewood University.

1-800-517-0857 option 2
careerservices@lakewood.edu

LESSONS

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #1	<ul style="list-style-type: none">Introduction to QualityFoundations of Quality Management	Study Course Syllabus Read Chapters 1 & 2 Participate in the Discussion Forum Complete Assignment 1 Lesson Evaluation	Assignment 1 upon completion of the lesson	Objective 1 Objective 2

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #2				Objective 2

	<ul style="list-style-type: none"> Customer Focus Workforce Focus 	Read Chapters 3 & 4 Participate in the Discussion Forum Complete Assignment 2 Lesson Evaluation	Assignment 2 upon completion of the lesson	Objective 3 Objective 4 Objective 5
TITLE Lesson #3	COURSE TOPIC <ul style="list-style-type: none"> Process Focus Statistical Methods in Quality Management 	READINGS/ASSIGNMENTS Read Chapters 5 Participate in the Discussion Forum Complete Assignment 3 Lesson Evaluation	DUE Assignment 3 upon completion of the lesson	OBJECTIVES Objective 2 Objective 3 Objective 4 Objective 6 Objective 7 Objective 8
TITLE Lesson #4	COURSE TOPIC <ul style="list-style-type: none"> Design for Quality and Product Excellence Measuring and Controlling Quality 	READINGS/ASSIGNMENTS Read Chapters 6 Participate in the Discussion Forum Lesson Evaluation	DUE	OBJECTIVES Objective 2 Objective 3 Objective 4
TITLE Lesson #5	COURSE TOPIC <ul style="list-style-type: none"> Process Improvement and Six Sigma The Baldrige Framework for Performance Excellence 	READINGS/ASSIGNMENTS Read Chapters 7 Participate in the Discussion Forum Lesson Evaluation	DUE	OBJECTIVES Objective 2 Objective 3 Objective 4
TITLE Lesson #6	COURSE TOPIC <ul style="list-style-type: none"> Strategy and Performance Excellence Measurement and Knowledge Management for Performance Excellence 	READINGS/ASSIGNMENTS Read Chapters 8 Participate in the Discussion Forum Lesson Evaluation	DUE	OBJECTIVES Objective 5 Objective 6
TITLE Lesson #7	COURSE TOPIC <ul style="list-style-type: none"> Radio Frequency Identification and Near Field Communication 	READINGS/ASSIGNMENTS Read Chapters 11 Participate in the Discussion Forum Complete Assignment 3 Lesson Evaluation	DUE Assignment 3 upon completion of the lesson	OBJECTIVES Objective 6 Objective 7
TITLE Lesson #8	COURSE TOPIC <ul style="list-style-type: none"> Wireless Communications Everywhere 	READINGS/ASSIGNMENTS Read Chapter 12 Participate in the Discussion Forum Complete the Final Exam Request the Next Course Lesson Evaluation THANKS FOR A GREAT CLASS	DUE Final exam upon completion of the lesson	

DESCRIPTION

The purpose of this program is to provide students with a fundamental knowledge to plan the workplace policy and provide a resource to help them implement a performance management plan.

Program Objectives

1. Define quality and summarize the six perspectives of quality
2. Describe how quality supports the achievement of competitive advantage
3. Describe how to design for quality, measure for quality and how to improve quality
4. Explain the approaches of quality from a customer, workforce and process focus
5. Compare and contrast Six Sigma the Baldrige Framework
6. Define strategy and performance excellence
7. Explain the importance of leadership for performance excellence
8. Describe the differences between building and sustaining quality and performance

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