

Quality Management
Required Report Format
For ALL Reports and Projects

Written Case Guidelines for your Quality Management Case

1. Please use page numbers.
2. Please use a cover page on which you put your team name, the name of the report, and the date.
3. Please reference ALL sources of information. Keep this list of references as you go. It is much harder to find the reference later than if you just put it down when you are actually using it. It is always better to include more information for a citation, rather than less. The person reading the document should be able to find the exact reference without having to search.
 - a. Include all people that contributed information. Include name, position, and date(s) interviewed.
 - b. Web sites from which you have extracted information should be referenced with the exact URL, and the date(s) when you visited the web site (because they do change)
 - c. Articles from newspapers, books, downloaded from web sites, journals, magazines should all be referenced with the title, the author, the publisher, the date of publication, and page numbers.
 - d. Quotations deserve special mention. If you quote or paraphrase something from one of the above sources, you must give credit to the source EVEN if it is a web site. Do not lift material from web sites or other sources without giving credit. We, your eagle eyed professors, will usually be able to tell that you did copied from a web site. This is called PLAGIARISM. It is against the law. It can get you kicked out of the university. DON'T DO IT!
 - e. To give credit for quotations you may footnote or you may include in parentheses a brief name of the source with full reference at the end of the paper.
4. Please use titles on graphs, figures and tables.
5. Please label the axes (BOTH axes) on graphs.
6. Please number your tables, graphs, figures and appendices in some logical way, and refer to them in the body of your text. If you do not refer to something, do not include it. However, remember that a graph, picture, table, chart or other figure often enhances the message you are trying to convey.
7. Please use a 10-12 point font, but NO smaller font. Single spacing (1 – 1.15 line spacing).
8. Report length should be circa 1-2 pages, you will graded on quality not quantity.
9. Final copies should be delivered before class begins (Hard copies only please). If you cannot attend the course on the assignment due date then please make arrangements with the Teaching Assistant for electronic delivery.

If there are any questions regarding the above information please ask BEFORE submitting the report.
Thanks for your cooperation.

Guidelines for the Oral Presentation of your Quality Management Case

You will be graded on:

Content of the presentation as well as:

Involvement of all team members, approximately equal in time and responsibility

A professional presentation

Clear and distinct speech

Understandable, readable visual aids -- at least two per presenter

PowerPoint slides preferred, but please have backups in case technology fails us

Appearance of Practice (cannot be stressed too much)

Appearance of organization (see suggested format)

A professional appearance of each presenter

Be guided in your attire by what you would wear to an important job interview for a supply management analyst's position with a major firm.

Collared shirts, no jeans, no shorts. Team members who are inappropriately dressed will receive a reduction in their grade on the presentation.

Suggested Format:

Introduction of team members – have a PowerPoint slide with all team members' names listed.

Introduction to your project

Name of Case – brief description of their product line, length of time in business, other pertinent data

OR Background of the problem or supply management issue you have investigated.

Description of the quality management process or issue you have focused on

Flow chart of process

Key findings

Recommended improvements

Resources needed to implement our recommendations (time, money, training, etc.)

Lessons learned by team members

Time constraints: 20 minute presentation & 10 minute Q&A (30 minutes total)

There will be a timekeeper, and you will be stopped if you run over. An incomplete presentation will have a negative impact on your grade for the presentation. The key to not having this happen is PRACTICE together as a team!!

You will be expected to furnish your instructor with an electronic copy of your PowerPoints, and a hard copy to be used by your instructor during your presentation. You may print 6 slides per page.
