

NAME	Student ID	MARK

1) Learning Outcomes being assessed:

LO 2 Discuss strategic quality planning and the importance of time in quality improvements.

LO 3 Appraise approaches of quality improvements and various business excellence models and quality awards; Baldrige, Deming, EFQM, and UAE awards.


2) Handing in format instructions

- Sign this page and put it as a cover for your assignment.
- Submit a softcopy of your work on the Blackboard (Word-PowerPoint)
- Work must be neat, readable and follow the instructions.

3) Marks

Problem/question	Marks allotted	LO's	Feedback to Students
Q1. Company description and operational plan points	10	LO2	1 mark for each point
Q2. Critical process - enhancement of this process	20	LO3	1 mark for each answer to the stated questions
TOTAL	25		

4) Academic Integrity

Forms of academic impropriety	Lecturer Findings
1-is there verbatim copying or unidentified and unacknowledged quotation of another's work or from Internet?	
2-is there paraphrasing of another's work by simply changing a few words or altering the order without clear identification and acknowledgement?	
3-is there unauthorized co-operation between a student and another person or student?	
4-others <input type="checkbox"/> viva <input type="checkbox"/> progress assessment <input type="checkbox"/> changes in writing style <input type="checkbox"/> different spelling style	
6- plagiarism report summary using KIC S/W	
Lecturer Conclusion	Lecturer Signature : 

5) IMPORTANT CLARIFICATION TO THE STUDENTS:

5.1 What is the Academic Plagiarism?

Taking someone else's work and submitting it as your work without adequate mention of the source (as in the table above).

5.2 Punishment to Academic Plagiarism

The punishment to academic plagiarism may take the following forms according to level of the academic breach:

- 1- Zero in the assignment and receive Academic Warning.
- 2- Zero in the assignment and receive Academic Warning with recommendation to the program manger to take more action if the action is repeated (as indicated in the student handbook section # 5).

توضيح هام للطلاب

1- ما هو الانتحال الأكاديمي

تقديم عمل ومجهود شخص آخر على أنه من عمل الطالب من غير توضيح مصدر العمل كما هو موضح في الجدول أعلاه. إن كتابة وتوضيح المراجع والمصادر بشكل دقيق وأمين تعفى الطالب من الانتحال الأكاديمي ولكنها لا تضمن بالضرورة الحصول على الدرجة الكاملة.

2- عقوبات الانتحال الأكاديمي

عقوبات الانتحال الأكاديمي وحسب درجة الانتحال وتكراره قد تأخذ أحد الأشكال الآتية:

1- إعطاء الطالب صفر في درجة العمل مع إنذار أكاديمي يحفظ في ملف الطالب.

إعطاء الطالب صفر في درجة العمل مع رفع توصية لمدير البرنامج باتخاذ إجراءات تأديبية أخرى في حالة تكرار الفعل، كما هو موضح في دليل الطالب في الفصل (٥)

6) SIMILARITY THRESHOLD, VIOLATIONS & PENALTIES AND RECORDS

6.1 Similarity Threshold:

The faculty teaching the course will review the student work submitted together with the originality report to determine if the work complies with the maximum similarity percentage for categories of academic work as shown below:

Student Academic Work Item	Percentage of Similarity Threshold
Continuous Assessment (coursework, assignments, mini-projects, case studies, presentations, etc.)	20%
Major Assessments such as thesis, graduation project and internship report, final project or course work used as replacement of final exams.	15 %

6.2 Violations & Penalties:

A. Where sources (similar text) are properly referenced:

- 1.If the similarity level for any submitted work is equal to or less than the acceptable percentage of similarity shown in the table above, the mark will be recorded as assigned.
- 2.If the similarity level for any submitted work is over the acceptable percentage of similarity shown in the table above by 5% or more (ie 25% or more for continuous assessment or 20% or more for major assessments) the work will be rejected with no possibility of revision or second submission and the grade

assigned and recorded for the item will be zero (0).

3. If the similarity level for any submitted work is more than the acceptable percentage of similarity shown in the table above by less than 5% (ie in the range 21%-25% for course work and 16%-20% for major assessments) a penalty will be imposed as follows:

- First Offense (less than 5% over threshold): the grade assigned and recorded for the item will be reduced by 25%.
- recorded for the item will be zero (0).
- Repeat Offense(s) (over threshold by any amount): the grade assigned and recorded for the item will be zero (0).

B. Where sources (similar text) are NOT properly referenced:

4. If the manual check by the faculty member confirms the presence of work, sources or similar text which are not properly referenced, this will be considered as plagiarism, deemed to be an academic offence, and will be recorded in the student's file. In addition, the following penalties will apply:

- Plagiarized work equal to or less than percentages in the table above will be penalized by a mark of zero (0) for the item.
- Plagiarized work exceeding by any amount the percentages in the table above will be penalized by an F grade in the course.
- Repeat offense(s) of plagiarized (unreferenced) work of any amount in the same course will be penalized by an F grade in the course.
- Repeat offense(s) of plagiarized (unreferenced) work of any amount in a subsequent semester will be penalized by an F grade in all courses registered in the semester.

5. Assignments mentioned in the table above where SafeAssign is not suitable for use to check for similarity (such as an assignment requiring programming code) have the same acceptable similarity threshold levels as those in the table above and violations of the threshold will be penalized following the same approach set out above.

6. Repeat offenses of excess similarity and all cases of plagiarism will also be referred to the Academic Malpractice Mitigation & Appeals Panel, which may apply further sanctions if deemed appropriate.

Honour Code Pledge: In case of not complying with the above, the student will be penalized accordingly.

I confirm that I fully understand the above-mentioned points regarding the Academic Integrity.

Student(s) Signature: _____

7) Assignment Marking Scheme

Problem/question	Marks allotted	LO's	Feedback to Students
Task 1. Company description and operational plan points	10	LO2	1 mark for each point
Task 2. Critical process - enhancement of this process	20	LO3	1 mark for each answer to the stated questions
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8) Assignment details

Task 1

Choose a service company in UAE (describe the selected company-vision-mission - Strategic Goals & Key Objectives). Select any department in the selected company and prepare an operational plan to achieve the organizational goals, The plan should contain the following elements:
Strategic Goals & Key Objectives - Department Objectives - Timeframe – responsible Position - Department KPIs – Evidence - Approx. Budget

Task 2

Highlight any critical process wherein focus is needed and apply the Deming wheel approach to enhance the process by answering the following questions?

Department name- main function – department chart – the selected process and the necessity of enhancement of this process

- Identify objective
- Identify questions and predictions
- Plan to carry out the cycle (who, when, where how)
- Execute the plan
- Document problems and unexpected observations
- Begin data analysis
- Complete the data analysis
- Compare data to predictions
- Summaries what was learnt
- What changes are to be made?
- What will the next cycle entail?

PAGES AND FORMAT

Number of pages: 3-4 pages. (EXCLUDING COVER PAGE AND APPENDIX)

- Please use Times New Roman 12 for all your writings with 1.5 spacing.
- Your numbering must be in order of
 - 1.0 Main Tittles
 - 1.1 Sub-Tittles
 - 1.2 Sub-Tittles
 - 1.1.0 Smaller topics in Sub-tittles

Important Points to Remember:

1. This assignment carries 15 % of the total marks for this subject.
2. Late papers will be accepted but will lose **5 MARKS EACH DELAYED DATE**.
3. Marks are based on detailed work done by the students.
4. The report should be about 2,000 words (+/- 10%).
5. Students should refer to e-book for detailed information on the topics given in assignment.
6. Any similarities between other assignments will result in **FAIL GRADE REGARDLESS THESAFAEASSIGN PERCENTAGE**.
7. A softcopy of the assignment must be submitted in Blackboard **BEFORE** the due date.
8. Submission of the assignment or presentation through email is **NOT ACCEPTABLE** and **WILLNOT BE MARKED**.
9. Reference is a must (APA style), and **5 MARKS** will be deducted for not providing properreference.

Example APA Style:

Journal formats:

Abram, S., & Luther, J. (2004). Born with the chip: The next generation will profoundly impact both library service and the culture within the profession. *Library Journal*, 129(8), 34-37.

From an electronic source:

Belkin, N. J. (2003). Interface techniques for making searching for information more effective. Retrieved October 4, 2004, from <http://home.earthlink.net/~searchworkshop/docs/belkin-final.pdf>

From a book (E-Text book):

Tapscott, D. (1997). *Growing up digital: The rise of the net generation*. New York: McGraw-Hill.

Evaluator Signature: 

Date: 10.04.2022

Evaluator Name: