**Assignment 3**

**Quality Management (MGT424)**

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| --- | --- |
| Course Name: Quality Management | Student’s Name: |
| Course Code: MGT424 | Student’s ID Number: |
| Semester: I | CRN:  |
| Academic Year: 1440/1441 H |

**For Instructor’s Use only**

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| --- |
| Instructor’s Name: |
| Students’ Grade: Marks Obtained/Out of | Level of Marks: High/Middle/Low |

**Instructions – PLEASE READ THEM CAREFULLY**

* The Assignment must be submitted on Blackboard (**WORD format only**) via allocated folder.
* Assignments submitted through email will not be accepted.
* Students are advised to make their work clear and well presented, marks may be reduced for poor presentation. This includes filling your information on the cover page.
* Students must mention question number clearly in their answer.
* Late submission will NOT be accepted.
* Avoid plagiarism, the work should be in your own words, copying from students or other resources without proper referencing will result in ZERO marks. No exceptions.
* The word limits for this assignment is 500 words.
* All answered must be typed using **Times New Roman (size 12, double-spaced)** font. No pictures containing text will be accepted and will be considered plagiarism).
* **Submissions without this cover page will NOT be accepted.**
* Assignment -3 should be submitted on or before the end of Week- 13.

**Assignment Structure:**

|  |  |
| --- | --- |
| **A.No** | **Marks** |
| Assignment-3  | 5 |

* **Instruction to search the Article:**
1. Via your student services page, log in to the Saudi Digital Library.
2. After your login with your student ID, search for the following article:

***“***The Application of Six Sigma methodology for Check-in Service in Airport”

By : Ren Xinhui

**You will find it through** [**Full Text Finder**](http://eds.b.ebscohost.com.sdl.idm.oclc.org/eds/SmartLink/OpenIlsLink?sid=60aa4e5a-60bc-4c3f-bb36-6b2320272a9e@pdc-v-sessmgr04&vid=3&sl=smartlink&st=ilslink_new&sv=sdbn%253Dedseee%2526pbt%253DConference%2520Paper%2526issn%253D21611890%2526ttl%253DICSSSM11%25252C%252520Service%252520Systems%252520and%252520Service%252520Management%252520%252528ICSSSM%252529%25252C%2525202011%2525208th%252520International%252520Conference%252520on%2526stp%253DC%2526asi%253DY%2526ldc%253DFull%252520Text%252520Finder%2526lna%253DFull%252520Text%252520Finder%2526lca%253DfullText%2526lo%255Fan%253Dedseee%25252E5959445&su=http%3A%2F%2Fsdl%2Eedu%2Esa%2Fmiddleware%2FDefault%2Easpx%3FUSESDL%3Dtrue%26PublisherID%3DAllPublishers%26BookURL%3Dhttps%3A%2F%2Fsdl%2Eidm%2Eoclc%2Eorg%2Flogin%3Furl%3Dhttp%3A%2F%2Fresolver%2Eebscohost%2Ecom%2Fopenurl%3Fsid%3DEBSCO%3Aedseee%26genre%3Dbook%26issn%3D21611890%26ISBN%3D9781612843100%26volume%3D%26issue%3D%26date%3D%26spage%3D1%26pages%3D1%2D5%26title%3DICSSSM11%2C%20Service%20Systems%20and%20Service%20Management%20%28ICSSSM%29%2C%202011%208th%20International%20Conference%20on%26atitle%3DThe%2520application%2520of%2520Six%2520Sigma%2520methodology%2520for%2520check%2Din%2520service%2520in%2520airport%26aulast%3DRen%2520Xinhui%26id%3DDOI%3A10%2E1109%2FICSSSM%2E2011%2E5959445) **( Choose one of the options given – Most likely** [**Get Full Text at IEEE Xplore).**](http://resolver.ebscohost.com.sdl.idm.oclc.org/openurl/linkout?link=https%3A%2F%2Fieeexplore.ieee.org%2Fsearch%2Fsearchresult.jsp%3Fnewsearch%3Dtrue%26queryText%3D10.1109%2Ficsssm.2011.5959445%26SID%3DEBSCO%253Aedseee&data=na81aeVxQkqmALq4mJYPlw1ZbwI%2Fqv2pPbcwaJehNKwQSWLAhgjMHq4dNSiTGGEoSyGtyFZM5UXSID5JFtIQFR1fPLRn7f5LN1i8B%2BYllOmt3sRT0ui%2BOiphfxud%2FcRHIDT6zM4pzYTjyblMOtBxJxQ5SSEYO2NjtOz6JSVheqqyMeH%2FqUCzQSzAcTaJitVWEXJsH00wUm0f6fIgx9GiXHuunCenM5MefN3pmPw%2FQOr4mw%2BnsaKpIsLR3SdrUVzmex3NStOUf510%2By48q9oYehgUS9ZehzMdL8ahL%2Bs0xa4PUo%2FcsuDTMYb%2FIPT5qPqtrmIoY%2B0s9pr7wjBivXS6JARES3zDmK%2FOIb5qCKMnBEvRpw8xDHpq1EJISrhU2j5SroJfNLwtDAiOhHLa8%2Bk50BDeEDWlojKRAmjOVED4bC%2FElkzVQSypEUc%2BGr%2F6r2l%2BmJliE69Q8A99%2BUSpkx46%2Ba4lMuvofP74u%2FQQDuS39HXUs5F52ZXzEnPC5%2Fcdx%2BdwLNC6I9A47GgjZa%2Br1N9xjt6mJ9BeO5bZb5r%2BhbtYve8uhf2nfFe%2FSRxYx7pcjphOMDjhSKj59lYznKG5KWTQFKlr4oDphj1ZcuJx0l3Qv9NpWPm6njSL2Lkz2%2Bij2Q07Xy6P19ftTXkBgjNWdpWCUBTDfu%2F87DUPWD3z2ESXG3c70yeB7ILzBckf6g9Oa29mnLTC8Dor1HUIYJv7RA9gLxQ6dU%2FHW%2FX%2F%2FCr44U%2FYYODHyjfSciPyAb4YvbGpNWIRFtWU%2BX5ef3wM4lchXVyQXFGxTPyZakEoSd%2FsA3jtIT5APdGyPkLHQxTYHQxS5On0%2Fzf7HctIMxNmeKidgCL2yypXM8Y3WDubFCaJ%2Bu%2BTkqb1Hh4f56I9XiCQfS5tYITbaRMOXj4YF0t4g%2BnVmRr2tux1yNPf%2F58ALEPErbLjJ1Q%3D)

**Download the article, read it carefully and answer the following questions in your own words:**

* **Assignment Questions:**
1. In your own word, give a brief summary of the article. (200 words ) – ( 2 Points)
2. Explain to which extent you think the SIX SIGMA methodology used in the Airport check in process is effective. ( 150 word ) – ( 2 Points )
3. In your opinion, can the SIX SIGMA method be applied to other situations, give specific example. ( 150 words ) – ( 1 Point )