

MEMORANDUM

TO:

President Edward T. Foote II

FROM:

George C. Alexandrakis Chairman, Faculty Senate

DATE:

June 23, 1989

SUBJECT:

Faculty Senate Legislation #88020(B)-Title Approval of the University of Miami Institute for the Study of Quality in Manufacturing and Service

At its meeting of May 8, 1989, The Faculty Senate voted to approve Faculty Senate Legislation #88020(B) - Title Approval of the University of Miami Institute for the Study of Quality in Manufacturing and Service, in accordance with requirements of By-law 6.6 of the Faculty Manual.

This legislation is now forwarded to you for your action.

GCA/b

Provost Luis Glaser

Professor Howard Gitlow Professor Tarek Khalil

CAPSULE:

Faculty Senate Legislation #88020(B) - Title Approval of the University of Miami Institute for the Study of Quality in Manufacturing and Service

DATE: 6/26/85
ISH: Provo
ISH: from
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hours already in the proposal and to apply them to the areas of social and natural sciences. The motion as amended carried. The requirement for a second reading of the proposal for the new degree was waived.

Proposal for a Quality Improvement Institute

Prof. Clasby introduced the proposal for the approval of the name of The University of Miami Institute on Quality Improvement. He explained that because the name raised questions as to the nature of the activities of the Institute, a committee of the Council was assigned to meet with Prof. Gitlow to suggest other possible names. The Committee recommended two new names, The University of Miami Institute for Studies in Quality Improvement and Innovation, and University of Miami Institute for the Study of Quality in Manufacturing and Service. It was moved by Prof. Clasby, and seconded, that the first name be adopted. The motion failed. It was moved by Prof. Clasby, and seconded, that the second named be approved. The motion carried with one abstention.

The Chair called to the attention of the representatives of the Institute that this is not an academic unit and that they were not able to make academic appointments bearing faculty titles within the Institute.

Misconduct on Research

Prof. Eckstein reported that the deadline for the approval of the Policy on Misconduct on Research was December 31, 1989. It was agreed that the final draft would be distributed to the faculty for discussion through the dean's offices of each school.

Executive Session

Prof. Alexandrakis called the Senate into Executive Session.

The Chair informed the Senate that the Council had a positive meeting with the President to discuss the issue of the School of Engineering.

The meeting adjourned at 8:00 p.m.

Clarisa Alvarez Secretary



TO: Dr. George Alexandrakis

Faculty Senate

FROM: Dr. Howard Gitlow

University of Miami Quality Program

DATE: May 3, 1989

RE: Institute status for the University of Miami Quality

Program

I would like to propose the following names as candidates for the University of Miami Quality Program (listed in order of priority):

- (1) University of Miami Institute for Studies in Quality Improvement and Innovation
- (2) University of Miami Institute for the Study of Quality in Manufacturing and Service.

The above names were constructed in consultation with Dr. Alan Swan (Law) and Dr. Gene Clasby (English). Drs. Swan and Clasby formed a senate subcommittee to develop a name for UMQP.

cc:

Dr. E. Clasby

Dr. A. Swan

Dean N. Einspruch

Dean L. Phillips

Dr. T. Khalil

Dr. E. Baker

Mr. C. Norman

BY-LAWS

OF

UNIVERSITY OF MIAMI QUALITY INSTITUTE

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Organization

The name of this organization shall be University of Miami Quality Institute, hereafter called UMQI.

Article Two

Purpose, Vision, Mission, and Objectives

The following are the purpose, vision, mission and objectives for which this organization has been organized:

Purpose. To provide for the advancement of science, technology, and management as related to the improvement of quality.

Vision. To provide for the advancement of science, technology, and management through the application of mathematical, statistical, engineering, and behavioral theory methods to management as related to the improvement of quality.

Mission. To promote the improvement of quality and competitive advantage on local, national, and international levels through the acquisition, dissemination, and application of knowledge in the areas of science, technology, and management as related to the improvement of quality.

- Objectives. (1) To pursue a continuous program of faculty development in quality improvements.
- (2) To conduct research in quality improvement and to publish its results through appropriate professional and academic outlets.
- (3) To educate and train management, labor, UM students, and others.
- (4) To provide a wide range or services designed to disseminate information in the area of quality improvement.

Article Three

Participation

Participation in this organization shall be open to full time UM faculty and staff, and to adjunct faculty.

UM faculty and staff. The UM faculty and staff includes: full time faculty, lecturers, instructors and UM administrators.

Adjunct faculty. Adjunct faculty are persons not employed full time by the University who have formal duties (e.g., offering seminars) for UMQI and may receive compensation at fair market rates, as determined by the Grant Committee.

Article Four

Meetings

Quarterly meeting of the Board of Directors shall be held during the months of September, December, March, and June each year. The Executive Director shall cause to be mailed to the members of the Board of Directors a notice announcing the time and place of such quarterly meetings. Such notices will be sent to the mailing address provided by each director.

Special meetings of the Board of Directors of this organization may be called upon the request of at least _____ members of the Board. Notices of such Board meetings shall be mailed to all members of the Board of Directors by the Executive Director at their addresses as they appear in the membership roll book at least 5 days but not more than 10 days before the scheduled date set for any such meeting. The notices shall include the time, date, place, names of the Board members who called the meeting, and the subject matter of the business to be transacted at said meeting.

No other business other than that specified in the notice may be transacted at such special meetings without the unanimous consent of all present at such meetings.

Article Five

Voting

All votes by the Board of Directors shall be by written ballot. The chairman of the Board of Directors shall certify the results of said balloting and the results shall be included in the minutes of that meeting.

Article Six

Board of Directors

The business of UMQI shall be managed by a Board of Directors consisting of seven members. The Executive Director shall be an ex-officio, non-voting, member of the Board of Directors. The Board of Directors shall consist of members holding the following University of Miami positions: the Dean of the College of Engineering, the Dean of the School of Business Administration, the Chairman of the Department of Industrial Engineering of the College of Engineering, and the Chairman of the Department of Management Science of the School of Business Administration. The remaining three members of the Board of Directors will be selected from the community by the remaining members of the Board of Directors. A majority of the Board of Directors shall be from the University of Miami.

The three outside directors shall be chosen for their terms by a vote of the other Directors and they shall serve for a term of three years. They may be reappointed. Initially, the three outside directors shall serve staggered terms of three years, two years, and one year.

The Board of Directors shall have the control and management of the affairs and business of this organization consistent with University policy. Such Board of Directors may only act in the name of the organization at regular and special meetings of the Board.

A majority of the members of the Board of Directors shall constitute a quorum.

Each director shall have one vote. No votes may be taken by proxy or by absentee ballot.

The Board of Directors may make such rules and regulations with respect to its meetings as it may in its discretion determine appropriate.

Vacancies on the said Board of Directors for outside directors shall be filled by a vote of the majority of the remaining members of the Board of Directors for the balance of the open term of office.

The chairmanship of the Board of Directors shall alternate between the Dean of the School of Business Administration and the Dean of the College of Engineering annually. The Executive Director shall serve as an ex-officio, non-voting, member and secretary to the Board of Directors.

The chairman of the Board of Directors of the organization may sign requests for purchases, interdepartmental funds transfers, time documents, and other documents involving UMQI funds.

Article Seven

Officers

Executive Director

The Executive Director shall:

- 1. be appointed by the Board of Directors and serve at their discretion. The Executive Director may be removed from office by a majority vote of the Board of Directors.
- 2. be an ex-officio and non-voting member of the Board of Directors.
- 3. be Secretary of the Board of Directors.
- 4. render at the quarterly meetings of the Board of Directors a written account of the work of the organization, including the finances of the organization and such report shall be affixed to the minutes of the Board of Directors of such quarterly meetings.
- 5. appoint all committees, temporary or permanent, with the exception of the Grant Committee, subject to the approval of the Board of Directors.
- 6. see that all books, reports and certificates required by law are properly kept and filed. It shall be his duty to file any certificate required by any statute, federal or state.
- 7. keep the minutes and records of the organization in appropriate books.
- 8. give and serve all notices to members of this organization.
- 9. be the official custodian of the records of this organization.
- 10. present annually, in writing, a report concerning UMQI expenditures, and in particular, a list of faculty receiving UMQI monies and the amount of said monies to the Provost's Office of the University of Miami, and
- 11. shall perform such other duties as are necessary.

Associate Director

1. Associate Director's duties will be delegated by the Executive Director. The Board of Directors shall approve the appointment of an Associate director.

Compensation of the Executive Director, Associate Director, and the Board of Directors.

1. No director shall for reason of his office be entitled to receive any salary or compensation beyond what is specified in the article concerning salaries. Nothing herein shall be construed to prevent a director for receiving any compensation from the organization for duties other than as a director.

Article Eight

Grants, Research, and Seminars

UMQI will process requests for grants, research, and seminars according to the following protocol:

- (1) Grant proposals originating from a potential client or from a regular UM faculty member will be processed through the University of Miami's Office of Research and Sponsored Programs.
- (a) An RFP for a research project or seminar will originate from a potential granting agency or client.
- (b) The Grant Committee will evaluate each request in accordance with the following standard. All research results must be publishable in the open literature. No confidential research projects will be undertaken. All research projects shall not violate the conflict of interest policy.

If said RFP conforms to UMQI's standards, UMQI's Executive Director will send it to an appropriate faculty member(s) selected by the Grant Committee.

- (c) The faculty member will prepare a proposal (response to the RFP) and send the proposal to the Grant Committee which will decide if UMQI will support the proposal.
- (d) Assuming the proposal is acceptable to the Grant Committee, it will be sent through the usual University channels: Chairman, Dean, and Office of Research and Sponsored Programs.
- (e) Assuming the proposal is acceptable to the appropriate Chairman, Dean, and Office of Research and Sponsored Programs, and the sponsor, the proposal will be accepted by the University and the faculty member can begin his project.
- (f) All accounting will be conducted in accordance with usual University procedures. Rates for grants emanating out of the FP&L gift will be set by FP&L in consultation with UMQI Grant Committee.
- (g) A request for funding for a research project or seminar will originate from a faculty member.

The UMQI Grant Committee will award faculty grants, establish client charges, and request faculty release time from the appropriate Dean.

(2) Research/grant/seminar/ opportunities may result in a faculty member working beyond one hundred percent of his University of Miami time availability. A faculty member may perform services for UMQI on the average of one day per week during the regular academic year. During the summer months, a faculty member may exceed one-third of his regular yearly academic salary performing services for the University of Miami. Faculty fees shall be paid on a fee for service basis, at fair market rates.

UMQI will charge clients market rates for grant, research, and seminar services. Faculty fees will be paid on a fee for service basis, at fair market rates.

The UMQI Grant Committee will award faculty grant, research, and seminar contracts, establish client charges, and set faculty remuneration.

Article Nine

Revenues

UMQI will obtain revenues by adding a surcharge for all work performed under any of the above opportunity categories. This overhead shall be used to conduct the business of UMQI and to pursue UMQI's objectives stated in Article 2 of the By-Laws.

UMQI activities shall be subject to appropriate institutional charges.

Article Ten

Salaries

1. Responsibility

The Board of Directors shall appoint the Executive Director and the Associate Director.

2. The Executive Director

The Executive Director shall receive compensation for his services consistent with the policies of the University of Miami.

3. The Associate Director

The Associate Director shall receive compensation for his services in accordance with the fair market value of his qualifications.

Article Eleven

Signatory Responsibilities

All requests for purchases, interdepartmental funds transfers, time documents, and other documents involving UMQI funds must be signed by the Executive Director and the chairman of the Board of Directors.

Article Twelve

Committees

All committees of this organization, except the Grant Committee, shall be appointed or dissolved by the Executive Director, subject to the approval of the Board of Directors.

The Grant Committee shall be a permanent committee consisting of the of Business Executive Director, the Dean \mathbf{of} the School Administration, the Dean of the College of Engineering, or his designee, the Chairman of the Management Science Department, and Engineering Department. the chairman of the Industrial chairmanship of the Grant Committee shall rotate on an annual basis between the Dean of the College of engineering, and the Dean of the School of Business Administration. If a conflict of interest develops, the affected committee member will temporarily step down from the committee. The Grant Committee shall meet at the request of the Executive Director to vote on any and all matters concerning grants, research, and seminars.

Article Thirteen

Amendments

These By-Laws may be altered, amended, repealed or added to by an affirmative vote of a majority of the Board of Directors.

12/12/88 ld1/bl

UNIVERSITY OF MIAMI QUALITY PROGRAM

List of UMQP Accomplishments to Date

OBJECTIVE 1: FACULTY DEVELOPMENT

- (1) Attendance at seminars
 - . FPL orientation seminar on quality improvement (June 28, 1988) approximately ten faculty attended
 - Taguchi seminar 11 faculty attended
 - TQC seminar (9 lectures by Dr. Kano) approximately 20 to 40 faculty attended
 - Deming Seminar (10 lectures by Dr. Gitlow) between 10 to 25 faculty attended
 - TQC public seminar (by Drs. Kano and Gitlow) 82 in attendance (Net profit = approximately \$10,000)
 - Inside America and Service Quality conference two U.M. representatives
 - Malcolm Baldridge National Award conference one U.M. representative
 - Deming seminar for statisticians one faculty member attended
- (2) Education grants
 - \$34,000 in 1989 awarded to PPA and IE department faculty to administer ten educational grants for summer 1989
 - \$60,000 for ten educational grants for summer 1989 for course development in the quality area

OBJECTIVE 2: RESEARCH AND PUBLICATION

- (1) Grant awards
 - Grant competition for FPL projects

 Monies available = \$75,000 in 1988 8 grants

 processed

 \$125,000 in 1989

 \$ 75,000 in 1990
 - Development of research grant on quality theory
- (2) Working Papers in Progress (see grants from prior section)

OBJECTIVE 3: EDUCATE STUDENTS, MANAGEMENT AND LABOR

(1) Student projects in quality area - approx 45 to 60

OBJECTIVE 4: PROVIDE SEMINAR SERVICES (No consulting)

- (1) Develop leads for seminars
 - FPL
 - Proctor and Gamble (top management)
 - Motorolla Corp.
 - Vinylex Corp.
 - Children's Variety Hospital
 - Cordis Corp.

OBJECTIVE 5: DISSEMINATE INFORMATION ABOUT QUALITY

- (1) Community service
 - Presentation to U.M. Citizen's Board
 - Presentation to Dade Manufacturing Council
 - Presentation to South Florida ASQC chapter
 - Presentation to G.O.A.L./Q.P.C.
 - Presentation to faculty at Columbia University
- (2) Presentations to academic groups
 - IIE conference
 - Productivity conference

University milestones

- Receipt of pledge from FP&L for the establishment of a
- quality center at UM, March 1988 Dr R. Peregoy loaned to UMQP in June 1988, from FP&L, to assist in developing a charter, by-laws, business plan, and budget
- Dr. N. Kano's (Professor, Science University of Tokyo and JUSE counselor) visit to U.M. is finalized in June 1988
- Mr. C. Norman accepts position as Associate Director
- Dr. N. Kano spends September through November 1988 at UM
- First board meeting of UMQP held on September 16, 1988; Dean Einspruch elected Chairman and Dr. Gitlow appointed Executive Director
- Second UMQP board meeting held on December 6, 1988; Consulting dropped as UMQP objective - This establishes UMQP as a teaching and research organization.
- Development of By-Laws, Charter, and financial mechanisms
- Approval of By-Laws, Charter, and financial mechanism by Provost and General Counsel.
- Approval for Institute status by College Council in Engineering
- Approval for Institute status by general faculty in Engineering
- Approval for Institute status by School council in Business
- University communication increased between Business, Engineering, Liberal Arts (Philosophy and Math), and Communication
 - Research papers
 - Thesis supervision

ORIG INC

1985 35K +15k
1986 35K +15k
1987 35K +15k
1988 35K +15k
1989 35K +15k
1989 35K +15k
1990 +50k

175K +125K

4/12/88 LETTER FROM J.BESTARD TO DEAN EINSPRUCH
CHECK FOR \$65000: \$15000 FOR 1988 A1 PLEDGE
\$25000 FOR 1987 A2 INC. PLEDGE
\$25000 FOR 1988 A2 INC. PLEDGE

UNIVERSITY TO RELEASE \$15000 FROM 1987 ALREADY PAID

TOTAL: \$80000 DEPOSIT SHOWN ON 10/31/8B STATEMENT

ALREADY RELEASED \$50000 FOR DR. ASFOUR'S PROJECT

ITEM 1)

	UNIV		UMQI		ITEM 3
1985-86	145K		0		
1987	15K TO UMQI	X	25K	X	
1988	15K X		25K	X	
1989	0		25K		
1990	0		0		50K

X= \$80000

B) RESEARCH OPPORTUNITIES

(OUTSIDE UNG! ACTIVITIES. HANDLED DIRECTLY WITH FPL)

ITEM 2) RESEARCH OPPORTUNITIES - FACULTY -QID BUDGET \$250000

1988 75000 PROPOSALS SUBMITTED TO FPL 1989 125000 1990 50000

12/19/88 GRANT COMMITTEE MET.

PROPOSALS IN FOR 75,900 UMQI PORTION 9,900 PROFESSORS 66,000

FPL/PROF STUDY UNDERWAY
12/16 & 1/5 REQUESTED SUBJECTS FOR 1989 PROJECT MONEY

FROM STERRETT & PAYAN

2/16 REQUEST FOR 75,000 SUBMITTED TO PAYAN/STERETT

3/23 RECEIVED FUNDING FROM FPL 68,100(THROUGH J. WOODALL)

UMQP PORTION 8,100 PROFESSORS 60,000

PROJECT BY DR. CHEN NOT FUNDED DUE TO LACK OF DATA

B) RESEARCH OPPORTUNITIES (CONT)

ITEM 3) LOAN OF EMPLOYEE \$125000

(ROTATION BUDGET)

1988

65000

1989

60000

ITEM 4) OTHER RESEARCH

(? TO BE SPECIFIED)

1990

25000

C) SPECIFIC PROGRAMS & ACTIVITIES OVER 3 YEAR PERIOD

\$200,000

1988 50000 1989 100000 1990 50000

1/7/89 REQUESTED \$34,313.13 FOR MILAKOVICH/SWIFT SERVICES AS FACILITATORS IN THEIR RESPECTIVE DEPARTMENTS/ SCHOOLS.

1/10/89 REQUESTED \$33,333.30 FOR PAYMENTS MADE TO KANO OUT OF THE A) UNRESTRICTED ACCOUNT.

1/10/89 REQUESTED \$4400 FOR VIDEOTAPES OF KANO'S SEMINARS NOW HELD IN THE UMGI LIBRARY.

1/26/89 RECEIVED \$34,313.13.(UNQP PORTION 4475.63)

3/9/89 RECEIVED 33,333.30 FOR UMOP RECEIVED 4,400.00 FOR UMOP

4/12/89 REQUESTED 55,200 FOR 10 QUALITY MODULES TO BE DEVELOPED FOR FALL COURSES.

Proposal for Quality Improvement Institute

Dr. Edward Baker, School of Business, presented the proposal for a Quality Improvement Institute to be established between the College of Engineering and the School of Business. He stated that the major thrust of the Institute would be to promote teaching of quality improvement techniques in various disciplines. Discussion followed regarding the specific title of the institute. It was agreed that Drs. Clasby and Swan would meet with Drs. Baker, Gitlow and Khalil to devise a more descriptive title.

Academic Standards Committee Reports

Drop Date Without a "W": It was moved by Dr. Swan, seconded by Dr. Baden, to recommend approval of the drop date proposal. The motion carried.

Appeals Procedure for Graduation Honors: It was *moved* by Dr. Swan, seconded by Dr. Dreyer, to recommend approval of the proposal with the modification that the appeals procedure be published in the *Bulletin*. The *motion carried*.

Final Examinations: It was *moved* by Dr. Clasby, and seconded, to amend Section I, paragraph 1 of the Academic Standards Committee's recommendation to read: "Final examinations may not be given during a regularly-scheduled class period. No examinations shall be permitted during the reading period." The *motion carried*. Paragraph 3, sentence 3, was amended to read: "The request shall be made at least two weeks before the last class day." The *motion carried*. Paragraph 4, sentence 2, was amended to read: "The request shall be made at least two weeks before the last class day." The *motion carried*. It was *moved*, and seconded, to amend paragraph 5 to read: "For the resolution of all difficulties pertaining to the scheduling of final examinations, ...". If the matter cannot be resolved, ...". The *motion carried*. It was *moved* by Dr. Clasby, seconded by Dr. Baden, to recommend approval of items 2 through 8 with the exception of item 6. The *motion carried*.

Policy for "Credit Only" Option: It was moved, and seconded, to recommend approval of the Academic Standards Committee's recommendation. The motion carried.

Dean's List Requirements: Dr. Marian Jefferson presented the Academic Standards Committee's recommendation. After discussion, the following requirements were recommended for approval: President's Honor Roll - 4.0 semester grade point average, and Dean's List - 3.5 semester grade point average. It was moved by Dr. Carlebach, seconded by Ms. Seiler, to recommend approval of the Dean's List with Distinction and to require attainment of a 3.5 semester grade point average for two consecutive semesters. The motion failed by a vote of three in favor, five opposed, with one abstention. It was moved by Dr. Swan, seconded by Dr. Clasby, to recommend approval of Dean's List with Distinction with a requirement of 3.75 quality point average. The motion failed. It was moved, and seconded, to forward the report to the Senate. The motion carried.

Reporting of SAT Scores: This item was deferred to a later meeting.







URGENT/CONFIDENTIAL

MEMORANDUM

November 16, 1988

TO:

Dr. Lawrence C. Phillips

Interim Dean

School of Business Administration

FROM:

Dr. Linda L. Neider

Chairman

Department of Management

and

Faculty Senator

School of Business Administration

SUBJECT:

Irregularities in the voting process

concerning the proposed Quality Institute

I am <u>formally</u> requesting, on behalf of my faculty and as a Faculty Senate representative, that a closed ballot vote of all regular, full-time faculty members be taken concerning the issue of establishing a Quality Institute. Several of my faculty members expressed concerns over how the voting process on this issue was handled at the general faculty meeting on November 15, 1988. Specifically, these concerns are:

(1) The final vote was twenty-two (22) in favor of the Institute, twenty (20) against. However (despite requests for it), no formal count was taken of the abstention votes. Thus, it is impossible to determine whether or not a faculty quorum was present at this meeting. Given our faculty size, at least fifty-two (52) faculty members needed to cast formal votes for a quorum to exist.

.../2

URGENT/CONFIDENTIAL

Dr. Lawrence C. Phillips School of Business Administration November 16, 1988 Page Two

- There was no attempt to clarify who "voting faculty" were, and, as a result, some individuals voted on this issue who were not eligible to do so. For example, Mike Cummins, Associate Dean for Executive Education, voted in favor of the Institute. However, as a full time (100%) administrator who works directly for you, he is not eligible to vote on faculty concerns.
- (3) A number of untenured faculty members informed me that they did not feel comfortable voting because it was felt that you -- as Dean -- were not impartial on this issue. Thus, a closed ballot vote is clearly appropriate.
- (4) The debate on this issue was apparently cut off prematurely at 4:00 p.m., with the arrival of the President and Provost. As a result, a number of other issues/concerns relating to the proposed Institute could not be raised.

I would strongly suggest that you appoint Dr. Jim Foley, the Chair of our School Council, to handle the formal vote on this issue (and be responsible for counting the ballots).

LLN/ss

bcc: Dr. George Alexandrakis
Chairman, Faculty Senate and Government
Dr. Alan Swan
Vice Chairman, Faculty Senate and Government





September 30, 1988

TO:

Dr. George Alexandrakis Chairman, Faculty Senate

FROM:

Dean, College of Engineering

SUBJECT:

University of Miami Quality Institute

Please be informed that at a meeting of the College of Engineering faculty held on September 28, 1988, approval was given to the proposed Charter and Bylaws for the University of Miami Quality Institute. Upon receipt of similar notification from the School of Business Administration, please take the necessary additional steps required for implementation.

Norman G. Einspruch

NGE: smp

cc: Dr. Luis Glaser

Dr. Lawrence Phillips

Dr. Eugene C. Eckstein

Dr. Howard Gitlow

Dr. Tarek M. Khalil

Dr. Kamal Yacoub