

OPEN EDUCATIONAL RESOURCES AND COLLABORATIVE TECHNOLOGIES FOR BUSINESS CLASSES

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WEB APPENDIX

<http://dx.doi.org/10.15239/j.brcacadjb.2019.09.01.wa06>

(1) well-baked_crust density_of_toppings age_of_toppings

(2) good_customer_service good_taste cost_of_operations

(3) nutritional_value_of_toppings baking_time age_of_toppings

Figure 1: Question options implemented as numbered multiple-choice fields.

*****price*****

*****speed_of_service*****

*****age_of_toppings*****

Figure 2: Answer options implemented as star marked texts in bold face.

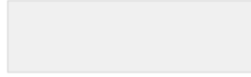


Figure 3: Listening/observation activity implemented as sunken grayed out area.

PIZZA

Pizza is one of the world's best known foods. The good (taste
baking_time nutritional_value) is an important consideration
for choosing a pizza.

There are tons of pizzerias in my town. I choose where to
purchase a pizza from depending on the
(healthy_variety_of_toppings age_of_toppings pizza's_weight) .
One of the things people love best about a good pie is a(well-
baked_crust density_of_toppings age_of_toppings) that is the
hardest to nail in our home kitchens and this is why we prefer
the professionally done pizzas.

Figure 4: The beginning of the input text employed in the current experiment.

PIZZA

Pizza is one of the world's best known foods. The good

(1) nutritional_value taste baking_time is an important consideration for choosing a pizza. There are tons of pizzerias in my town. I choose where to purchase a pizza from depending on the . One of the things people love best about a good pie is a

*****well-baked_crust***** that is the hardest to nail in our home kitchens and this is why we prefer the professionally done pizzas. In

Variant (a)

PIZZA

Pizza is one of the world's best known foods. The good *****taste***** is an important consideration for choosing a pizza. There are tons of pizzerias in my town. I choose where to purchase a pizza from depending on the

(1) age_of_toppings pizza's_weight healthy_variety_of_toppings. One of the things people love best about a good pie is a that is the hardest to nail in our home kitchens and this is why we prefer the professionally done pizzas. In

Variant (b)

PIZZA

Pizza is one of the world's best known foods. The good is an important consideration for choosing a pizza. There are tons of pizzerias in my town. I choose where to purchase a pizza from depending on the *****healthy_variety_of_toppings*****. One of the things people love best about a good pie is a

(1) well-baked_crust density_of_toppings age_of_toppings that is the hardest to nail in our home kitchens and this is why we prefer the professionally done pizzas

Variant (c)

Figure 5: Beginnings of the automatically generated variants (a), (b), and (c).

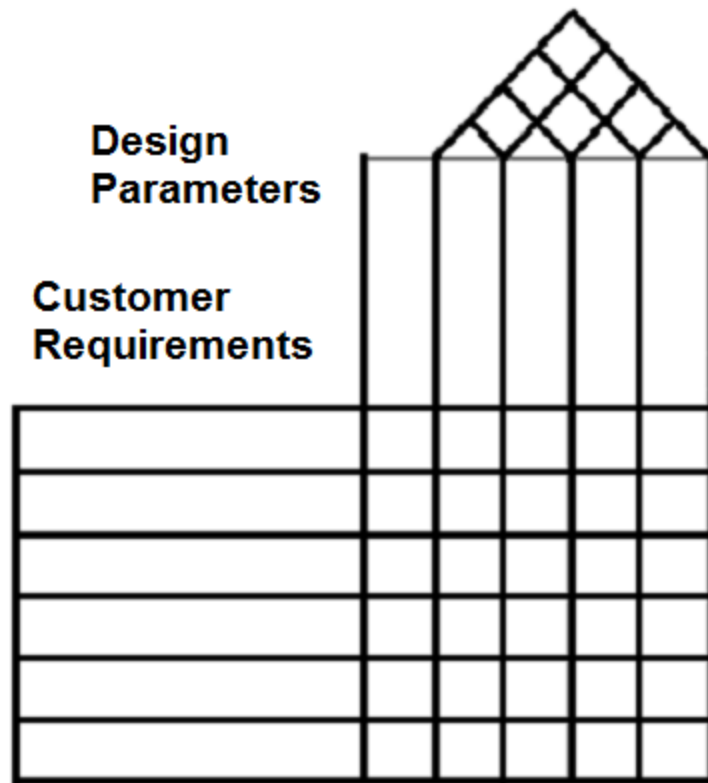


Figure 6: A QFD-HoQ matrix template.

Performance Indicator Weight		
A.	Identify Customer Requirements	4
B.	Identify Design Parameters	5
C.	Placement of Customer Requirements	1
D.	Placement of Design Parameters	1
E.	Importance Allocation	1
F.	Construction of Relationship Matrix	1
G.	Construction of QFD Roof	1
H.	Total of Design Parameters Column	1
Total		15

Figure 7: Scoring scheme for the completed QFD learning assessment tool.

Please read the scenario below. Without consulting with anyone, try to identify any customer requirements and technical requirements within the scenario. List them in each respective column following the scenario.

A group of students were discussing the operations management course in which they were all enrolled for next semester. They decided to go to talk with the professor to get an idea of what the expectations for the course will be. Happily, she was in her office, and she had ample time to speak with the students.

The students asked the professor if she was going to have exams, presentations, in-class exercises, or homework. She said, "Yes!" The students were a bit overwhelmed! "You're going to have all of that? That will be too much!" they cried. "Well, "the professor asked, "what do you want out of the class?"

The students talked about it. They all agreed they want knowledge. After all, that's why they are in college. They also said that skill development is important, particularly in operational management problems. The students agreed that there is a difference between knowledge and skills. Nobody likes to be bored in class, so the students indicated they need an engaging class that keeps their attention. Fair, objective grading was also identified as important to the students.

The professor heard the students out. Then she said, "Well, I think I have that all covered with what I already told you." The students, still alarmed at the workload, asked with more than a little fear, "How many exams? What format of exams? How many presentations? How many out of class assignments? How many in class exercises?"

The professor gave the typical professor answer, "It all depends." "On what?" asked the students. "On the House of Quality," she replied. "Let's build one now, assuming everything you want is equally desired."

Figure 8: QFD learning assessment tool.

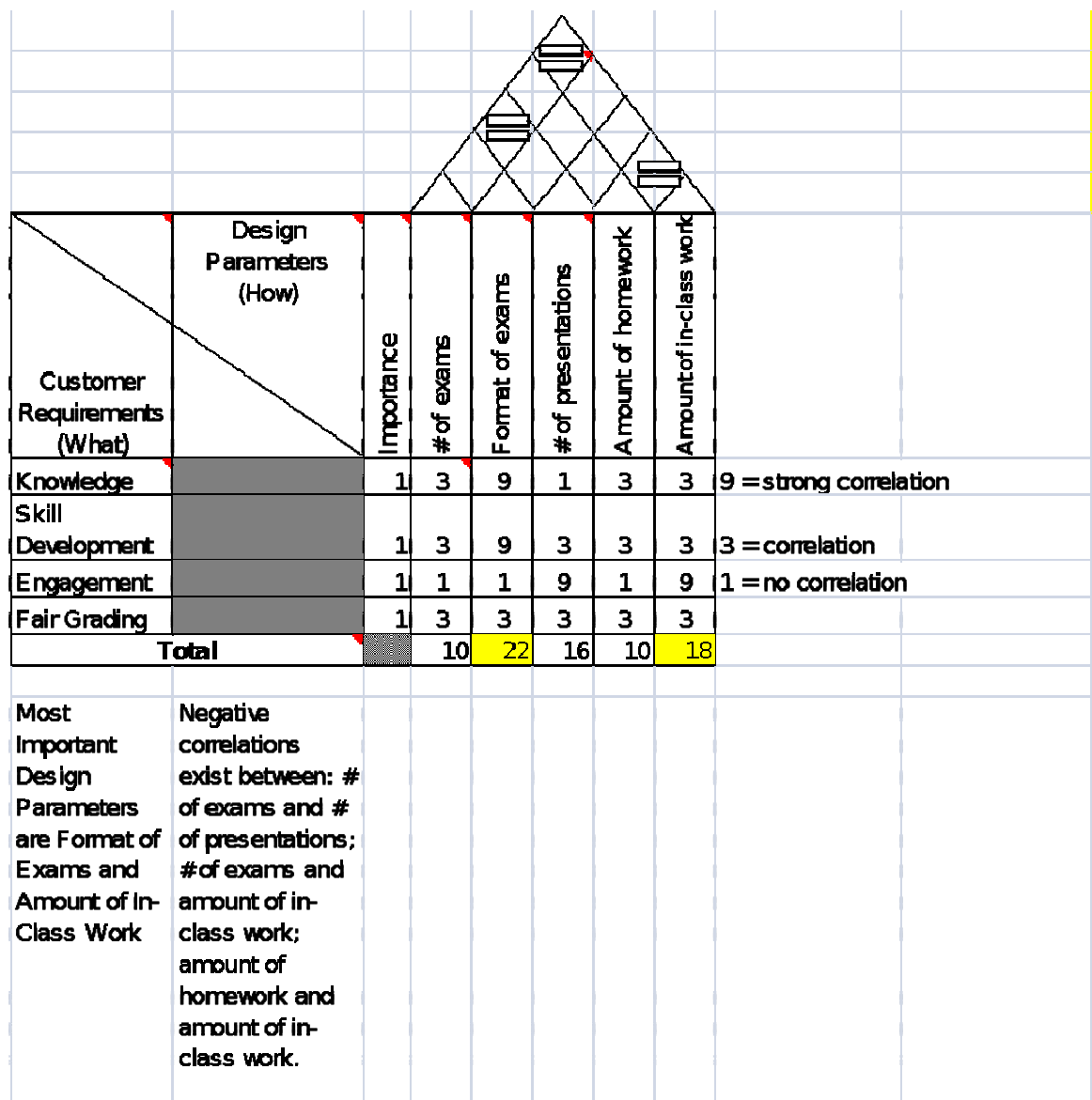


Figure 9: Example of appropriately completed HoQ from QFD learning assessment.