

MANAGEMENT 201, 262 AND 290 GROUP PROJECTS
TQM, Interactive Planning and the Viable System Model
12/21/2007

Spring 1989 (262)

Using a Structured Change Process to Address the Problems of The Falls Church
Regina Lightfoot, Ern Reynolds, Norma Tovar

Interactive Planning in Executive Development Corporation
Mary McLoughlin and Bret Rigby

Organizational Development in the Howard University Coalition of Concerned Students
Vincent Carter

Interactive Planning with the Staff of Martha's Table
Robert Schmitt, Diane Sullivan

Interactive Planning in the GWU Office of Undergraduate Admissions
Paul Barkett, Richard Greene, Jeri Lyn Haiduk

Spring 1991 (262)

Interactive Planning in the User Services Group of the American Psychological Association
Bernadette Taylor, Bill Taylor

Two Approaches to Interactive Planning in a Division of a Large Health Maintenance
Organization
Ellen Schwalenstocker

The National Center for Supercomputing Applications at the University of Illinois in
Urbana-Champaign: Actual vs. "Interactive" Planning
Stephen Griffin

Interactive Planning in a Small Software Development Firm, Lighthouse Design, Inc.
Scott Moyer

The Arlington County Library System's Public Services Division: Designing and
Implementing the Process for Developing and Maintaining a Procedures Manual
Thomas Coates, Henry Conway, Kara Rider, Neeta Shah

Spring 1993 (290/262)

TQM in Software Engineering

Trevor D'Souza, Scott Marting, Raj Kanungo

The New Store Opening Process at Armstrong World Industries

Valerie Koelker

Information Technology and TQM in the Department of Agriculture

Chris Durney

An Evaluation of MBA Student Satisfaction for SBPM

Roxanne Rucker, Gulu Gambhir, Corinne Cathala, Kongiat
Thanakarnjanasuthi

TQM in TeleMarc, Inc.

Nancy Batson, Anthony Spadafore, Richard Williams, Dorothy Dube Zeviar

The Employee Check-Out / Exit Interview Process at the Naval Air Warfare Center

Kevin Newbold

The Criteria for Assigning the Level of Detention for Juvenile Offenders within the DC

Youth Services Administration

Lee LeBard and Deborah Toth

The John F. Kennedy School of Government Alumni Council

Joe Reum

TQM in the Classroom, an Experiment at American University

Dave Mann and Sue Goldberg

Spring 1994 (290/262)

Improving the New Member Orientation Process for The George Washington University
Health Plan

Mirza Masood Ahmad, Lisa Blowe, Sudirman Said, Lynn Weaver

Improving the GWU and DC Government Cooperative Study Program

Mustafa Kemal Cakici, Charles Busack

A Quality Improvement Audit of a Virginia Health Insurance Firm

Mac Curlin, Ross Matlack

Improving Customer Satisfaction at the U.S. AID Office of Procurement

Mary Lou Collins, Lisa-Lotte Dahl, Merce Rovira-Regas with Peter Churins and John Abood

Quality Improvement in the Virginia Department of Motor Vehicles
Sylvie Becker, Margaret Edgell, Charlotte Ewing-Preveille, Kristin Pumphrey,
Roger Wilson with Peter Churins

Several Approaches to Improving the American Society for Cybernetics
John Buck, Frank Mars, Sam Stehnach

Spring 1995 (201)

A Graduate Mentoring Program for American University
Karen Carpenter, D. Alan Fontanella, Young Kim, Beth Neighbour, Nihar Patnaik

Quality Improvement of the NAVSEA Intern Program Orientation
Mary Cook, Rich Wajsgas, Petra Tojslova, Christine Bond, Andy Baik

Spring 1996 (262/290)

Contract Task Assignment Preparation and Review Process Improvement at The Johns
Hopkins University Applied Physics Laboratory
Ronald Luman

Fall 1996 (211)

Survey of Attitudes about Quality and Reality in SBPM
Renee Miller, Duncan Sutherland

A Report on Quality at SBPM and Other Universities
Tina Branch, Marty Kaufman, Maria Belen Otero, Christine Podorski, Rod Wheeler

Fall 1998 (MBAD 201)

The Year 2000 Computer Problem and How GWU is Preparing
Milena Lefterova, Giovanni Panzini, Reinhard Wintono

Y2K under the Framework Analysis
Bistra Droumeva, Miguel Senior, Nicolas Artemis, Pablo Ruiz

SAIC and the Millennium Bug
Melissa Sabirin, Ngozi Nnwagboso, Yaw Lokko, Yitse Wang, Zhifeng Yang

Spring 1999 (MBAD 201)

Washington, DC: An Assessment of Year 2000 Contingency Risks
Rodica Moise, Raluca Nica, Kimberly Russo

California Pizza Kitchen Contingency Planning for Y2K
Samia Hamid, Nathanael Sommer, Cho Kwanghee, Orlando Sthory, Sean McCarthy

Spring 2000

McDonalds Customer Satisfaction
Dana Jill Bloom, Wanda McDow, Ghaleb Ghaleb

Awareness Evaluation of David Fowler Graduate Career Center
Matthew Fleming, Sajjad Haider, Karen Nelson

Fall 2000

Centex Homes, Inc.: Methods to Improve the Scheduling and Management of
Subcontractors and the Implications on Quality
Josh McKee, Patricia O'Mahony

Changing Ownership in a Small Business: Transmission Services, Inc.
Sukyung Hwang, Angkana Dolruede, Stephen Dallas Payne

An Interactive Website to Track Graduates of a Computer Training Program
Marisol Vargas-Busch, Debra Roepke

Business Process Improvement at the Development Bank of Southern Africa
Mandla Gantsho, Gregory Booker, Sidaththa Yapa

Community Commitments Website
Mike Hettmann, Shawn Lavelle, Dave Kalinowski

Y2K Planning and Preparation at Bell Atlantic and the World Bank
Kashmira Durawalla, Steven Sharma, Fabian Torres

GSEHD Admission Process
Christina Tran, Will Larmore, Tim Merrill

Spring 2001

Toward Strategic Alignment of Pension Benefit Guarantee Corporation's Knowledge Management Capability

Brian Coady, Max Larez, Linda Larson Kemp

Development of a Customer Satisfaction Survey Leading to Quality Improvement and World Class Service

Jim Devine, Veronica Moreno-Tello, Tolga Ors, Maria Cristina Uehara

Fall 2001

Customer Satisfaction Recommendations for the Development of a Face-to-Face Program in the District of Columbia

Hulda Hunter, Konstantin Lioubimov, Pattya Luengvarinkul, Sandra Robinson

Newseum: International Visitor Survey

Jennifer McGihon, Sandy Hugill, Robyn Lehmann

Negotiation and Conflict Management in the National Football League

David Gottesman, Eunkyong Park, William White

Stagedoor Manor Canteen Management Application

Adam Kleiner, Nehal Patel

Business Plan for Next 8

Mike Vo

Fall 2002

Naval Learning Lab Project: Contract Closeouts

Jacqueline Delaney, Nadia Khan, Darren Ma, Adeleke Adetunji, Abu Kalokoh

DC Public Schools' Immunization Project

Jessica Chase, Thyra Howard, Willisa Ricks, Donna Bonner

Spring 2003

The Global Compact: An Instrument for Education and Research at GWU

Jessica Glace, Fida Kanaan, Ben Schupak, Sumathi Srinivasan

Somali Television Network Project: Organization Design and Quality Improvement

Hani Boudjemaa, Carlos Cortez, Chamarug Porapakham, Bashir Sudi

Process Documentation and Improvement for the Alexandria City Public Schools Adult and Community Education Program

Asfaw Asfaw, Mike Maniker, Nelson McClung, Greg Mutersbaugh, Paul Williams

Process Improvement at Chez Libe Restaurant

Vivien Agbakoba, Nazia Choudhury, Saadia Khilji, Vanetta Pledger

Fall 2003

Quality Improvement at Enzyme Media Solutions

Irfan Danish, Malek Abdo, Eduard Viles, Panos Marcoullis

Re-visioning and Increasing Community Participation in the Rwanda Initiative for Sustainable Development

Caroline Odhiambo, Robert Muhizi

Shire Pharmaceutical Development Communication Improvement

Adebukola Onaadebo, Sarah McKillup, Todd Farrand, Ria Ramnani, Manga Anantatmula

Vision III Imaging Project

Sara Haines, Michael Ford, Felecia Murray, Eduard Viles

Spring 2005

A Roadmap to a Safety Culture (in an airline)

Olivia Hoggard, Nobuyo Sakata

World Bank

Robert Rodriguez

A Comparison of Corruption in Colombia, Indonesia and the U.S.

Kiran Ramachandra, Myrna Indira, Carolina Rivero

Fall 2005

Business Process Reengineering: Ghana Passport Office

Nana Ware and Iris Barnor

Intelsat's Cafeteria, Organization and Quality Improvement

German Granados, William Lopez, Daniel Moreno

From “Incremental” to “Re-investment”: Refocusing the Coast Guard’s Budget Build Process

Shannon Smith, Purvi Sanghvi, Mike Tauber, Ottmar Chavez, Jon Hickey

Information Systems Staffing at the DC Dept. of Consumer and Regulatory Affairs

Jeff Dawson, Rebecca Hodson, Mari Murphy

Sunshine Uzbekistan Coalition

Jay Zagursky

Developing a Business Acquisition Strategy for MPR Associates

Jonathan Evans, Meta Tshilombo, Raghunath Parthasarathi

Governance Model Analysis for the U.S. Department of Treasury Financial Management Service Portal

Julie Bourne, Cristian Camarena, Will Kinney, Robin Raeder

Spring 2006

American Society for Cybernetics Group Project: Calendar and Distance Course

Felecia Marsh, Janel Baskerville, Kenneth Nieves, Ben Provil

The GWU Language Center

Toru Saitoh, Claudia Martinez, Nikodimos Fikru, Biyonko Banerjee, Mohammed Qaradaghi

EarthRights International Compensation and Benefits Study

Tania Delgado, Hussein El-Genk, Anar Umurzakova, Douglas Stephon

Best Buddies International

Jesse Flowers, Derrick Goodman, Jong Suk Shin, Eric Traboulay

The Website of the Saudi Arabian Cultural Mission

Bonnie Coates, Linda Huebert, Ola Ismail, Anas Dahlawi, John Tai

Fall 2006

Sharing Knowledge Online: An Evaluation of the World Bank’s Thematic Group Websites

Evol Ewan, Ahmad Ishaq, Ahmed Jamjoom, Tomoya Kamoshida, Bidjan Nashat

Don Churro Café Business Plan

Loz Dollens, Juan Ortiz, Greg Robertson, Francisco Viteri

Improvement of a University's On-line Graduate Program
Candice Canteen, Richard Gallager, Alison McLoud, Hiram Smith, Shameen
Anthanio Williams

Creating Awareness of ALS
Andy Hogwood, Rebecca Hunt, Kristy McNamara

Henninger Media Services ROI Project
Michael Bajit, Jennifer Kastning, Gaby Menassie, Kerry Murphy, Andrew Vanjani

Design of a Community Development Project for Afganistan
Maryam Al-Khalifa, Mohamed Bennoudi, Mariam Ehsan, Stanley Garstka, Kazi
Huque

Job Redesign at the American University Student Center
Ibrahim Alotaibi, Melissa Bannister, Anthony Bayani, Anthony Obioha, Erik Uy

Improving Quality Assurance Guidance at the IRS
Adam Cornelius, Christine Kadama, Laura Kneale, Sean Lothrop, Ramin Vandaie

Strategic Planning for Hope Lutheran Church
Lynn Crammer, Noor Abu-Laban

ASC Calendar Project
Abiodun Ogunwale

Spring 2007 (Mgt 205)

A Wellness Program for the American Institutes for Research (AIR)
Annie Bennett, Tina Garrett, Allen Kenney, Katie Norbury, Mark Ryan

The Metaproject: A Review of Previous Projects
Millin Iyer, Stephanie Judge, Andrea Muzin, Frederico Ortiz, Carolyn Stombaugh

GWU Medical Center Websites
Junaid Bashir, Tom Kohout, Catherine Kuhlmeier

The Soros Project
Daniele Calabrese, Andrew Freund

Pangaea Café Marketing
David Cordrea, Manjula Nettikumara, Nathan Tenor

On-Line Real Estate Marketing
Aneek George

Solving the Problem of Knowledge Management for a Short-Term Employer
Sarah Djamshidi, Lior Golan, Angus Macintire, Deon Schaffer

SEHD Programs for Teaching Students with Emotional and Behavioral Disabilities
Kate Driscoll, Daryl Brown, Ethan Roy

Helping to Start Project Love
Rohit Gupta, Hideshi Ishikawa, Robson Nyereyemhuka, Priya Raheja

Sun Trust Bank Wellness Program
Nancy Francis, Ale Loudon, Marie Nuon

Transportation Security Administration Training Program
Vikram Reddy, Tim Ruch, Frank McNally, Tom Conley

Alion Program Management Office
Diana Albone, Liz Dancause, Ian Gross, Craig Sneider

Fall 2007 (Mgt 201)

Organizational Diagnosis of the Office of Human Resources Career Development, U.S.
Department of Veterans Affairs
Chris Adams, Saud AlMandil, Mohammed Al-Madadi, Lorie Rose Henderson,
Masud Qamar

Employee Turnover at Asia Pacific Telecom
Sameera Ahmed, Charles Martin, Sabrina Hiedemann, Brandon Spencer

Organizational Analysis of Europa Stone Distributors
Darin Dayigil, Omar Khan, Saleh Maghrabi, Thysson Williams