

Graduate Certificate: Quality Management (9 s.h.)

QOM 6210 Total Quality: Building the Infrastructure 3 s.h.

Prerequisite: MGT 5300. Introducing the methods and processes for bringing total quality to an organization. Students are provided with proven methods for installing the infrastructure to support a total quality process and to evaluate its effectiveness on an ongoing basis.

QOM 6230 Quality and Process Improvement Techniques 3 s.h.

Prerequisites: BR 5170, waived by examination only. The study of continuous process improvement, process management, and quality management systems. Course work includes case studies and group work which explores data analysis tools and methods including SPC, flowcharting and root causes analysis. Students define, analyze and evaluate a process in a workplace setting. A final report is produced which outlines a process and recommends process improvement.

QOM 6250 Baldrige Award and Organizational Self-Assessment 3 s.h.

Introduces the student to the Malcolm Baldrige Award, systems thinking, fact-based management, and continuous quality improvement methods that have application in service, manufacturing-assembly, nonprofit, and municipal organizations. Examination of the seven Baldrige Award Criteria through case studies. Field study analysis to determine changes to be made within organizations seeking Award certification.