

# Quality Management

Program Number: 90-185-1

## Certificate

Business and Marketing Program Cluster

School of Business and Applied Arts

Certificate offered online

For information call: (608) 246-6003 or (608) 258-2370  
(800) 322-6282 Ext. 6003 or 2370

## About the Certificate

This certificate features a course of study designed to teach skills that are necessary for implementing the concepts of quality and continuous process improvement in service, manufacturing or government organizations. The certificate contains four related courses that are basic to the process of quality improvement. Upon completion of all four courses, the learner will receive 12 academic credits and a certificate that recognizes concentrated study in a particular field. It is not mandatory, but, ideally, the curriculum will be taken in sequence.

## Certificate Application Process

To apply, see: Apply Online (on the Madison College website). [Create an ApplyWeb account](#) and follow the [instructions](#) to complete the [Online Certificate Application](#) before the [application deadline](#). Submit the \$15 non-refundable fee (payable by credit card, debit card or electronic check) with your application. Applicants may submit more than one certificate application per term using the Online Certificate Application; the same fees apply for each additional application.

## Unique Requirements for Completion

The certificate will be awarded upon completion of the requirements with a minimum of a 2.0 grade average and no course grade lower than a C. The certificate will be awarded when completion of all requirements is verified after the semester the last course has been completed.

## Program Courses

**10-185-110 Managing for Quality** **3 credits**  
Examines the manager's role in a quality-focused organization. Students will be introduced to the four basic functions of management as practiced in an environment that focuses on employee participation. The management philosophies of Crosby, Deming, and Juran will be presented. The concept of teams and teamwork, and variation and implementation strategies are introduced.

**10-185-111 Understanding Organizational Change** **3 credits**  
Analyze the process of organizational change. Shows students how to be agents for change, and how to deal with resistance to change. Students will understand how to implement and standardize project improvements. An organizational model for total quality improvement will be presented.

## Curriculum

COURSES	Hrs/week	
	Credits	Lec-Lab
10-185-110	Managing for Quality .....	3..... 3-0
10-185-111	Understanding Organizational Change.....	3..... 3-0
10-185-112	Employee Involvement in Quality.....	3..... 3-0
10-185-116	Intro to Quality Systems .....	3..... 3-0
	<b>Total</b>	<b>12</b>

## Career Potential:

- Manager
- Supervisor
- Lead Worker
- Team Leader
- Team Facilitator
- Quality Inspector
- Quality Technician

**10-185-112 Employee Involvement in Quality** **3 Credits**  
Explore the importance of groups in improving quality and productivity. The stage of group development and factors that affect group performance will be identified. Students will also be introduced to team building, team facilitation, and conflict resolution.

**10-185-116 Intro to Quality Systems** **3 Credits**  
In the course Intro to Quality Systems learners will be introduced to modern quality systems and their function as it relates to continuous improvement, lowering costs associated with waste, rework and process variation. Each learner will have the opportunity to practice planning, implementing, documenting and assessing quality improvements through the application of these concepts and accepted practices using their own work experience.

*More detailed and updated information on this program may be available at: [madisoncollege.org](http://madisoncollege.org). The college reserves the right to make changes in the regulations and courses announced in this publication without notice.*

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