



Quality Management Certificate

■ What Is Quality Management?

Quality Management (QM, also known as TQM, total quality management) is a management strategy aimed at embedding awareness of quality in all organizational processes. It seeks to improve the quality of products and services through ongoing refinements in response to continuous feedback.

QM can be applied to any type of organization; it originated in manufacturing and has since been adapted for use in almost every type of organization imaginable, including schools, highway maintenance, hotel management, and churches. As a current focus of e-business, QM is based from the customer's point of view.

QM processes are divided into four sequential categories: plan, do, check, and act (the PDCA cycle). In the planning phase, people define the problem to be addressed, collect relevant data, and ascertain the problem's root cause. In the doing phase, people develop and implement a solution, and decide upon a measurement to gauge its effectiveness. In the checking phase, people confirm the results through before-and-after data comparison. In the acting phase, people document their results, inform others about process changes, and make recommendations for the problem to be addressed in the next PDCA cycle.

■ Success Factors

You should be well organized, have excellent communication skills and be able to coordinate several activities at once.

■ Career Possibilities

You will find this certificate is of most value to you if you are already working in industry and must begin or adapt to a QM/TQM program. It gives you promotional opportunity rather than preparation for specific employment.

■ Program Requirements

Our three-tiered quality management program teaches you the specific field-tested methods needed to successfully complete your organization's (business, government, education, non-profit or other) quest for superior quality.

The fundamental goals of the Quality Management program are to enhance your employment prospects as well as to help you and your organization prepare for, and function effectively in, the global world of the future.

CORE COURSES

Cr. Hrs.

Level I

Quality Management Theory and Structure	3
Management Team Tools	3
Quality Teams and Facilitation	3
TOTAL	9





Level II

Quality Management Theory and Structure	3
Management Team Tools	3
Management Numerical Tools	3
Management Creativity Tools.....	3
Principles of Management.....	3
Quality Teams and Facilitation.....	3
Human Relations in Management	3
Customer Satisfaction Measurement.....	3
TOTAL.....	24

Level III

Spreadsheets I	3
Financial Accounting I, II	6
Business Ethics.....	3
Introduction to Information Processing	3
Effective Public Speaking	3
Quality Management Theory and Structure.....	3
Management Team Tools	3
Management Numerical Tools	3
Management Creativity Tools.....	3
Principles of Management.....	3
Human Resource Management I.....	3
Quality Teams and Facilitation.....	3
Human Relations in Management	3
Customer Satisfaction Measurement.....	3
Business Communications.....	3
TOTAL.....	48

■ Advantages & Special Opportunities

The Clermont campus is on 92 wooded acres located in Batavia, Ohio, in the heart of Clermont County. We are relatively small and our faculty to student ratio is low. You will find our small class size and personal interaction with your instructors create the ideal learning environment. Parking is convenient and at no additional charge. Plus, our tuition is the lowest of the UC colleges.

■ Admissions

UC Clermont College is an open admissions campus. If you have your high school diploma, GED, or its equivalent, we will admit you. We accept applications all year long and you may start any quarter. We recommend that you apply at least 4 weeks prior to your desired attendance.

■ For More Information, Contact:

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