

Quality Professional

The **Quality Professional Certificate** has all the best in class elements to creating a Quality Department that is second to none, and setting managers on the path to becoming executives. Topics in this certificate program like the Creating a Quality Culture and Obtain and Sustain High Level Quality Performance classes, will give you actionable instruments from proven professionals that work. By utilizing the tools in this certificate program, you will stand out from the crowd and your department will be the model for your organization. The Quality Professional Certificate is one of four (4) certificates in the Quality Management Processes Pathway.

Non-Credit Course Code	Course Title	Hours	Days
CQLY 8141	Creating a Quality Culture	16	2
CQLY 8167	Visual Management	8	1
CQLY 8140	Lean for Managers	8	1
CQLY 8166	Obtain Sustain High Level Quality Performance	32	4
CQLY 8157	Design of Experiment	16	2
A certificate of completion will be awarded to students who successfully complete the above courses.		80	10 days

Creating a Quality Culture in the Workplace – CQLY 8141 – 16 hours

Prerequisite: None

This sixteen (16) hour course provides the skill to stop the cycle of “un-quality” in your organization and create a culture of behavioral change to quality in all associates; this program explains to the team why there is a need to change and how they can approach work in a different manner. Develop a common lexicon for communication within your organization, develop a zero-defect mentality, acquire a systems thinking integration to your organization (all work is a process), and understand the validation of this achievement.

Management – CQLY 8167– 8 hours

Prerequisite: None

You will learn types of Visual Management to improve quality performance and how to apply the visual tools to create a visual workplace, which will allow new and unfamiliar employees with a process/area.

LEAN for Managers – CQLY 8140 – 8 hours

Prerequisite: None

A comprehensive study of the Standard Production System and the identification of non-value-added manufacturing practices and the techniques used to eliminate them. Emphasis is placed on Lean Manufacturing Principles. This course will provide a roadmap to a successful systematic operational lean production system – leading to world class manufacturing. Become “First, Focused and Fast.” identifying waste daily, eliminating wastes immediately and finding more waste.

Obtain and Sustain High Level of Quality Performance - CQLY 8166 – 32 hours

Prerequisite: Quality Auditing Tools In this 32-hour workshop style course, you will review the necessary tools and techniques for obtaining and sustaining a high level of quality performance. Experiences will include in depth analysis of the Layered Process Audit content, e.g. how to ensure that the process can be sustained and each level of the audit process is impactful resulting in real change and follow up. Examples of how to set up quality gates and, how to get engagement with them. How to develop an effective Lessons Learned program that results in better performance moving forward. Most importantly the gains that can be made if all involved Control the Things They Can Control.

Design of Experiment-DOE – CQLY 8157 – 16 hours

Prerequisite: None

This sixteen (16) hour course has the student discover and utilize DOE as a process involving inputs, experimentation, and outputs. Learn to identify potential problems or optimize a process that involves the study of multiple parameters instead of one factor at a time (OFAAT).

Additional areas of Quality Management Processes training:

- AS9100
- CMM Levels I-III
- IATF 16949
- Internal Auditors
- Kaizen
- Laser Tracking
- Metrology
- Six Sigma Green Belt Certification
- TS – 16949/ISO 9100