

# QUALITY MANAGEMENT

## Overview

Quality Management Associate of Applied Science Degree

Program Code: 10-185-2

For more information: [wctc.edu/quality-mgmt](http://wctc.edu/quality-mgmt) (<http://www.wctc.edu/quality-mgmt/>)

Quality management (QM) is a commitment to understanding a customer's precise needs and delivering results on time and within budget. This program offers strategic skill sets in preparation for QM practices that extend to suppliers and distributors, including global supply chain networks.

The minimum required course grades and program grade point average (GPA) for students under this catalog are:

Core Courses = C

General Studies Courses = C

Program GPA = 2.0

**Build your degree along a career pathway.** Start with a couple of courses or an entry-level credential to enter the job market in your area of interest, then continue with higher credentials on your educational path for job advancement and higher wages.

## Career Pathway

1. Lean Six/Sigma 21
2. Quality Management 60

**Related Certificates that can be earned along the way.**

- Six Sigma Green Belt Technical Certificate (<https://catalog.wctc.edu/programs/six-sigma-green-belt/>)
- Six Sigma Black Belt Technical Certificate (<https://catalog.wctc.edu/programs/six-sigma-black-belt/>)
- Lean Enterprise Technical Certificate (<https://catalog.wctc.edu/programs/lean-enterprise/>)
- Operational Effectiveness Technical Certificate (<https://catalog.wctc.edu/programs/operational-effectiveness/>)

## Learning Outcomes

## Program Outcomes

1. Apply project management tools effectively.
2. Utilize six sigma strategies and data analysis for systems improvement.
3. Utilize lean principles and tools to identify inefficiencies and opportunities for improvement.
4. Demonstrate proficiency in leadership and management functions.
5. Demonstrate proficiency in the use of multiple quality approaches and tools.
6. Apply critical thinking and problem solving tools.

## Critical Life Skills

To help our students prepare for success in a workplace and society that is **increasingly global, multicultural and collaborative**, we provide

curricular and co-curricular opportunities to develop critical life skills. WCTC is committed to teaching all students the following skills:

- **Communication:** Demonstrate appropriate communication.
- **Critical Thinking/Problem Solving:** Demonstrate critical thinking skills to analyze situations and solve problems.
- **Relationships:** Demonstrate effective interpersonal skills.
- **Self-management:** Demonstrate responsible and respectful behavior.

## Required Courses

Listed below are the required courses for the program. To view the recommended sequence for taking courses click on the plan of study tab(s) above. Work with your Academic Advisor to design a program plan!

View your **Program Matrix** to find out when each course will be offered (term and time of day).

Code	Title	Credits
<b>Core Courses</b>		
196-123	Leading Change	3
196-135	Project Management	3
196-136	Risk Management	3
196-140	Managing People	3
Approved Substitute: 196-191		
623-161	Lean Enterprise/Intro	3
623-162	Prin for Lean Enterprise	3
623-163	J-I-T Lean Enterprise	3
623-164	Lean Leadership Applications	3
623-170	Intro to Continuous Improvement	3
Approved Substitutes: 196-192 OR 623-130 OR 623-131		
623-171	Introduction to ISO	3
625-150	Six Sigma Green Belt	5
625-151	Six Sigma Green Belt Project	1
625-152	Six Sigma Black Belt	5
625-153	Six Sigma Black Belt Project	1
<b>General Studies</b>		
801-136	English Composition 1	3
Approved Substitute: 801-223		
801-196	Oral/Interpersonal Comm	3
Approved Substitute: 801-198		
804-189	Introductory Statistics	3
809-195	Economics	3
Approved Substitutes: 809-143 OR 809-287		
809-196	Intro to Sociology	3
809-199	Psychology of Human Relations	3
Approved Substitute: 809-198		
<b>Total Credits</b>		<b>60</b>

## Full-time, Fall Start Plan

First Year		
Fall Term 1		Credits
623-161	Lean Enterprise/Intro	3
801-136	English Composition 1	3
<b>Credits</b>		<b>6</b>
Fall Term 2		
623-162	Prin for Lean Enterprise	3
623-170	Intro to Continuous Improvment	3
<b>Credits</b>		<b>6</b>
Spring Term 1		
196-136	Risk Management	3
623-163	J-I-T Lean Enterprise	3
<b>Credits</b>		<b>6</b>
Spring Term 2		
623-164	Lean Leadership Applications	3
809-196	Intro to Sociology	3
<b>Credits</b>		<b>6</b>
Second Year		
Summer Interim		
809-195	Economics	3
<b>Credits</b>		<b>3</b>
Summer Term		
196-135	Project Management	3
804-189	Introductory Statistics	3
<b>Credits</b>		<b>6</b>
Fall Term 1		
196-123	Leading Change	3
625-150	Six Sigma Green Belt	5
<b>Credits</b>		<b>8</b>
Fall Term 2		
625-151	Six Sigma Green Belt Project	1
801-196	Oral/Interpersonal Comm	3
<b>Credits</b>		<b>4</b>
Spring Term 1		
196-140	Managing People	3
625-152	Six Sigma Black Belt	5
<b>Credits</b>		<b>8</b>
Spring Term 2		
623-171	Introduction to ISO	3
625-153	Six Sigma Black Belt Project	1
<b>Credits</b>		<b>4</b>
Third Year		
Summer Term		
809-199	Psychology of Human Relations	3
<b>Credits</b>		<b>3</b>
<b>Total Credits</b>		<b>60</b>

## Part-time, Fall Start Plan

First Year		
Fall Term 1		Credits
623-161	Lean Enterprise/Intro	3
<b>Credits</b>		<b>3</b>
Fall Term 2		
623-162	Prin for Lean Enterprise	3
<b>Credits</b>		<b>3</b>
Spring Term 1		
623-163	J-I-T Lean Enterprise	3
<b>Credits</b>		<b>3</b>
Spring Term 2		
623-164	Lean Leadership Applications	3
<b>Credits</b>		<b>3</b>
Second Year		
Summer Term		
809-199	Psychology of Human Relations	3
<b>Credits</b>		<b>3</b>
Fall Term 1		
623-170	Intro to Continuous Improvment	3
<b>Credits</b>		<b>3</b>
Fall Term 2		
801-136	English Composition 1	3
<b>Credits</b>		<b>3</b>
Spring Term 1		
801-196	Oral/Interpersonal Comm	3
<b>Credits</b>		<b>3</b>
Spring Term 2		
196-123	Leading Change	3
<b>Credits</b>		<b>3</b>
Third Year		
Summer Term		
809-196	Intro to Sociology	3
<b>Credits</b>		<b>3</b>
Fall Term 1		
809-195	Economics	3
<b>Credits</b>		<b>3</b>
Fall Term 2		
196-140	Managing People	3
<b>Credits</b>		<b>3</b>
Spring Term 1		
196-136	Risk Management	3
<b>Credits</b>		<b>3</b>
Spring Term 2		
623-171	Introduction to ISO	3
<b>Credits</b>		<b>3</b>
Fourth Year		
Summer Term		
804-189	Introductory Statistics	3
<b>Credits</b>		<b>3</b>

<b>Fall Term 1</b>		
625-150	Six Sigma Green Belt	5
<b>Credits</b>		<b>5</b>
<b>Fall Term 2</b>		
625-151	Six Sigma Green Belt Project	1
<b>Credits</b>		<b>1</b>
<b>Spring Term 1</b>		
625-152	Six Sigma Black Belt	5
<b>Credits</b>		<b>5</b>
<b>Spring Term 2</b>		
625-153	Six Sigma Black Belt Project	1
<b>Credits</b>		<b>1</b>
<b>Fifth Year</b>		
<b>Summer Term</b>		
196-135	Project Management	3
<b>Credits</b>		<b>3</b>
<b>Total Credits</b>		<b>60</b>

## Full-time, Spring Start Plan

<b>First Year</b>		
<b>Spring Term 1</b>		
196-136	Risk Management	3
623-170	Intro to Continuous Improvement	3
<b>Credits</b>		<b>6</b>
<b>Spring Term 2</b>		
801-136	English Composition 1	3
804-189	Introductory Statistics	3
<b>Credits</b>		<b>6</b>
<b>Summer Term</b>		
809-199	Psychology of Human Relations	3
<b>Credits</b>		<b>3</b>
<b>Fall Term 1</b>		
196-123	Leading Change	3
623-161	Lean Enterprise/Intro	3
<b>Credits</b>		<b>6</b>
<b>Fall Term 2</b>		
196-140	Managing People	3
623-162	Prin for Lean Enterprise	3
<b>Credits</b>		<b>6</b>
<b>Second Year</b>		
<b>Spring Term 1</b>		
623-163	J-I-T Lean Enterprise	3
809-195	Economics	3
<b>Credits</b>		<b>6</b>
<b>Spring Term 2</b>		
623-164	Lean Leadership Applications	3
623-171	Introduction to ISO	3
<b>Credits</b>		<b>6</b>
<b>Summer Term</b>		
196-135	Project Management	3
<b>Credits</b>		<b>3</b>

<b>Fall Term 1</b>		
625-150	Six Sigma Green Belt	5
809-196	Intro to Sociology	3
<b>Credits</b>		<b>8</b>
<b>Fall Term 2</b>		
625-151	Six Sigma Green Belt Project	1
801-196	Oral/Interpersonal Comm	3
<b>Credits</b>		<b>4</b>
<b>Third Year</b>		
<b>Spring Term 1</b>		
625-152	Six Sigma Black Belt <small>This course will run 16 weeks.</small>	5
<b>Credits</b>		<b>5</b>
<b>Spring Term 2</b>		
625-153	Six Sigma Black Belt Project	1
<b>Credits</b>		<b>1</b>
<b>Total Credits</b>		<b>60</b>

## Part-time, Spring Start Plan

<b>First Year</b>		
<b>Spring Term 1</b>		
623-170	Intro to Continuous Improvement	3
<b>Credits</b>		<b>3</b>
<b>Spring Term 2</b>		
801-136	English Composition 1	3
<b>Credits</b>		<b>3</b>
<b>Summer Term</b>		
809-199	Psychology of Human Relations	3
<b>Credits</b>		<b>3</b>
<b>Fall Term 1</b>		
623-161	Lean Enterprise/Intro	3
<b>Credits</b>		<b>3</b>
<b>Fall Term 2</b>		
623-162	Prin for Lean Enterprise	3
<b>Credits</b>		<b>3</b>
<b>Second Year</b>		
<b>Spring Term 1</b>		
623-163	J-I-T Lean Enterprise	3
<b>Credits</b>		<b>3</b>
<b>Spring Term 2</b>		
623-164	Lean Leadership Applications	3
<b>Credits</b>		<b>3</b>
<b>Summer Term</b>		
196-135	Project Management	3
<b>Credits</b>		<b>3</b>
<b>Fall Term 1</b>		
196-123	Leading Change	3
<b>Credits</b>		<b>3</b>
<b>Fall Term 2</b>		
801-196	Oral/Interpersonal Comm	3
<b>Credits</b>		<b>3</b>

**Third Year****Spring Term 1**

196-136	Risk Management	3
<b>Credits</b>		<b>3</b>

**Spring Term 2**

623-171	Introduction to ISO	3
<b>Credits</b>		<b>3</b>

**Summer Term**

804-189	Introductory Statistics	3
<b>Credits</b>		<b>3</b>

**Fall Term 1**

625-150	Six Sigma Green Belt	5
<b>Credits</b>		<b>5</b>

**Fall Term 2**

625-151	Six Sigma Green Belt Project	1
<b>Credits</b>		<b>1</b>

**Fourth Year****Spring Term 1**

625-152	Six Sigma Black Belt	5
<b>Credits</b>		<b>5</b>

**Spring Term 2**

625-153	Six Sigma Black Belt Project	1
<b>Credits</b>		<b>1</b>

**Summer Term**

809-196	Intro to Sociology	3
<b>Credits</b>		<b>3</b>

**Fall Term 1**

196-140	Managing People	3
<b>Credits</b>		<b>3</b>

**Fall Term 2**

809-195	Economics	3
<b>Credits</b>		<b>3</b>

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<b>Total Credits</b>		<b>60</b>
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