

## Master Syllabus

### OPT 2267 - Quality Certification Review

**Division:** Science, Mathematics and Engineering

**Department:** Operations Technology

**Credit Hour Total:** 2.0

**Lecture Hrs:** 1.0 **Lab Hrs:** 2.0

**Date Revised:** February 2014

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### Course Description:

Course will prepare students to take American Society for Quality (ASQ) Certification exams in several areas of expertise, including Quality Engineering, Quality Auditor, Quality Improvement Associate, Quality Technician and others. One classroom, two lab hours per week.

### General Education Outcomes:

- ▣ Critical Thinking/Problem Solving Competency
- ▣ Values/Citizenship/Community Competency
- ▣ Computer Literacy Competency
- ▣ Information Literacy Competency

### Course Outcomes:

#### Resource Competence

Use appropriate college and professional resources to obtain information as necessary.

**Assessment Method:** Standardized national examinations

**Performance Criteria:** 70% of students score at least 70% in all areas of Body of Knowledge

#### Problem Solving Techniques

Use appropriate problem solving techniques to solve sample and test problems.

**Assessment Method:** Standardized national examinations

**Performance Criteria:** 70% of students score at least 70% in all areas of Body of Knowledge

#### Hypothesis Testing and Factorial Design

Apply hypothesis testing to verify differences in means, variance and standard deviation of data from designed experiments.

**Assessment Method:** Standardized national examinations

**Performance Criteria:** 70% of students score at least 70% in all areas of Body of Knowledge

### Outline:

Certification Overview  
Quality Concepts  
Quality Benefits  
Team Roles  
Team Dynamics  
Continuous Improvement  
Quality Tools