

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

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
- ▣ Values/Citizenship/Community
- ▣ Computer Literacy
- ▣ Information Literacy

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