Overview
The Supervisory Management Quality certificate is a series of related courses that will help you upgrade your skills and knowledge of the key concepts of quality. Areas covered include latest key concepts of quality, philosophies, customer focus, and process improvements.

Special Feature
The focus of this technical certificate is on the skills and knowledge needed by supervisory managers to lead quality improvements in their work area.

Student Profile
You should consider a Supervisory Management Quality certificate if you are:

• Working toward obtaining a Supervisory Management Associate Degree or considering a career in Total Quality Management
• Able to relate on-the-job experiences to the course material
• Looking for a basic understanding of general business practices
• Able to make judgments and decisions
• Able to get along well with people
• Able to work under pressure and handle multiple tasks
• Able to study on your own for at least six to eight hours per week

Preparation for Admission
The following experiences will help you prepare for this certificate:

• Communication skills
• General business concepts
• Basic problem-solving skills
• Prior work experience
• Keyboarding and basic computer skills

Outcomes
Employers will expect you, after completion of this certificate, to be able to:

• Lead quality improvements in your work area.
• Implement a successful customer service program.
• Implement and develop productive work teams.

Career Outlook
After graduating from the Supervisory Management Quality certificate, you will be ready to work with and understand day-to-day Total Quality Management challenges in most organizations. This will also prepare you to assist in working with and developing successful productive teams focused on customer service excellence.

Curriculum

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<th>Number</th>
<th>Course Title</th>
<th>Credits</th>
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<td>10196164</td>
<td>Personal Skills for Supervisors</td>
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<td>10196189</td>
<td>Team Building and Problem Solving</td>
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Course Descriptions

10196164
Personal Skills for Supervisors - Credits: 3
In Personal Skills for Supervisors, the learner applies the skills and tools necessary to deal with the time management, stress, and related challenges to a supervisor. Each learner will demonstrate the application of time management techniques, personal planning, continuous learning, valuing rights and responsibilities of others, effective communication, assertiveness, and dealing effectively with stress.

10196189
Team Building and Problem Solving - Credits: 3
In Team Building and Problem Solving, the learner applies the skills and tools necessary to facilitate problem solving in a team environment. Each learner will demonstrate the application of the benefits and challenges of group work, necessary roles in a team, stages of team development, different approaches to problem solving, consensus, systematic process of problem definition, data acquisition, analysis, developing alternative solutions, solution implementation, evaluation, and documentation.

10196192
Managing for Quality - Credits: 3
In Managing for Quality, the learner applies the skills and tools necessary to implement and maintain a continuous improvement environment. Each learner will demonstrate the application of a personal philosophy of quality, identifying all stakeholder relationships, meeting exceeding customer expectations, a system-focused approach, using appropriate models and tools, managing a quality improvement project, and measuring effectiveness of continuous improvement activities.