



Quality Systems Manager

Participants must complete a minimum of four (4) required and two (2) elective courses to earn the Quality Systems Manager certificate. **

- Participants must complete the four (4) required courses as listed below.
- Participants must complete a minimum of two (2) elective courses as listed below.

Required Courses (Select all four)		
R	<p>Quality System Basics (8) Quality System Basics is designed as an overview of key concepts that are used in any robust quality management system. The content covered in this course will provide you with tools and tips to improve your organization. Topics include ISO 9001:2008, ISO/TS 16949, Process FMEA, Problem-solving Methods, Mistake-proofing, Layered Audits, and Standardized Work.</p>	\$395/\$355.50*
R	<p>Internal Quality System Auditing to ISO 9001:2015 (16) This two-day, activity-based seminar provides participants with the skills needed to successfully plan and conduct process-based audits to an ISO-based quality system standard. Process-based checklists that guide auditors through the audit process are included.</p>	\$595/\$535.50*
R	<p>Cost of Poor Quality (8) This course is a key component of an effective continuous improvement program. It provides senior management with quantitative information for directing limited resources towards critical areas. This course will introduce you to key concepts and provides a proven approach for the successful implementation of a program including cost reduction projects. The course emphasis is on the practical aspects with a minimal amount of theory.</p>	\$395/\$355.50*
R	<p>Leadership Principles and Practices (16) Today's dynamic and competitive business environment requires that organizations develop and support leaders at all levels. In this online workshop, participants will learn the principles and practices of effective leaders, how to develop their own leadership capacities and develop the leadership capacities of others in their organizations. In addition to the 8 content hours, the Leadership Principles and Practices course includes a 360-degree feedback exercise focused on assisting participants in identifying and building on their leadership strengths.</p>	\$595/\$535.50*
Elective Courses (Select two)		
E	<p>Project Management (8) Learn how to produce high quality results, on-time and on-budget, by managing effective projects using high performance project teams. This course will provide a solid understanding of the concepts of project management and their application.</p>	\$395/\$355.50*

E	Seven Quality Tools (8) Learn the functions and features of seven basic quality tools for continuous improvement: cause and effect diagram, check sheet, control chart, histogram, Pareto chart, scatter diagram, and stratification. Participants gain experience through discussions and application activities.	\$395/\$355.50*
E	Team Problem Solving (8) Learn the tools, methods and practices needed to permanently eliminate chronic and/or difficult to resolve problems. Use the techniques provided to investigate and propose solutions for actual problems selected by your organization or communicated through its customers.	\$395/\$355.50*
E	Building Effective Teams (8) The ability to build and implement effective teams is essential to an organization's success. In this online workshop, participants will learn how to create and implement high quality, high performance teams in any organization.	\$395/\$355.50*
E	Leadership Communication (8) Clear, appropriate and effective communication is a required tool in a leader's toolbox. In this online workshop, participants will explore the key elements of leadership communication including one-to-one and one-to-many communication approaches, communicating in a global economy and the use of technology in communication.	\$395/\$355.50*
E	IATF 16949:2016 (8) Gain a solid awareness of the requirements of IATF 16949:2016 in this one-day seminar. The IATF standard promotes a process approach for the design, production, installation and service of automotive products, which can result in increased quality and efficiency and a reduction in variation.	\$395/\$355.50*
<p><i>*Enroll as a certificate program member (\$50 membership fee) to receive a 10% discount on each course in your program.</i></p> <p><i>** Certificates must be completed within 5 years; courses completed more than 5 years ago may not be applied toward the certificate.</i></p> <p><i>Email ppatt@emich.edu or call 734.487.2259 to request a Certificate Program Application.</i></p>		