

The Office of Continuing Studies at North Carolina A&T State University and the Central North Carolina Section of the American Society for Quality (ASQ) are co-sponsoring a series of courses to help you

**Improve business operations
Improve quality and productivity
Reduce costs, and
Prepare for ASQ certification exams.**

These courses, from introductory to advanced, present a systematic approach to improving the quality of operations in all areas of your business, such as reducing scrap, streamlining work-flow, reducing WIP, defining/mapping/improving and controlling business and production processes, defining customer needs and requirements and more.

information

Registration

Register by mail:
Office of Continuing Studies
NC A&T State University
1601 E. Market St.
Greensboro, NC 27411
or by phone: (336) 334-7607,
1-888-323.6237
or by fax: (336) 334-7081

For further information
Patricia O'Connor
(336) 334-7607 or
poconnor@ncat.edu

REFRESHER COURSES FOR ASQ CERTIFICATION EXAMINATIONS

Manager of Quality/Organizational Excellence (CMQ/OE) - replaces CQM quality principles & standards in relation to organization & human resource management
February 7 & 21, 2009 - 2 Saturdays, 8 a.m.- 4 p.m. \$300
Instructor: Paul Peterson

Principles of Quality Engineering (CQE) - quality leadership, quality planning, quality systems development and implementation, reliability and risk management, customer satisfaction, continuous improvement techniques, statistical tools and quantitative analysis tools
February 19 - June 4, 2009 - 15 Thursdays, 6-9:00 p.m. \$624
Instructor: Charles Volk

Principles of Six Sigma Black Belt (CSSBB) - Six Sigma: disciplined methodology for developing & delivering high-quality products & services (better), reduced cycle times (faster), reduced costs (cheaper). Includes customer analysis, project management, the DMAIC process (Define, Measure, Analyze, Improve, Control) lean manufacturing, and design for Six Sigma
October 27, 2008 - March 2, 2009 - 16 Mondays, 6-9:00 p.m. \$624
Instructor: Rochelle Cook

Principles of Quality Auditing (CQA) - standards and principles for auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies; analysis of elements of a quality system and judgment of its degree of adherence to the criteria of industrial management and quality evaluation and control systems
April 2 - June 4, 2009 - 9 Thursdays, 6-9:00 p.m. \$419
Instructor: Paul Peterson

Introduction to Quality Principles (Quality Improvement Associate {CQIA})
basic knowledge of quality tools & their uses with quality improvement projects
November 8 & 22, 2008 - 2 Saturdays, 9:00 a.m. - 3:00 p.m. \$264
(Classroom Instruction) Instructor: Ron Noel
CQIA On-Line (10 weeks), TBA \$264

Certified Quality Technician/Certified Mechanical Inspector (CQT/CMI) - provides a thorough introduction to the technical aspects of statistical process control, continuous improvement, incoming sampling, quality standards, calibration, blueprint reading, and other quality-related topics.
November 10, 2008 - March 2, 2009 - 14 Mondays, 6-9:00 p.m. \$614
Instructor: Danny Chilton

Continuing Education Units (CEU) - Continuing Education Units (CEU) will be awarded upon course completion. The CEU is a nationally recognized unit of measure of participation in noncredit activities. One CEU equals ten hours of instruction. Participants will receive a certificate of CEU earned; permanent transcripts of CEU earned will be on file with the university. **CEU earned will not imply ASQ certification.**

One Recertification Unit = One CEU Recertification Unit (RU)
Course Tuition Includes QCI Primer & Practice Examination Disc
Registration Deadlines: 2 Weeks Prior to Class Starting Dates

Check Course
 Manager of Quality/Organizational Excellence (CMQ/OE)
 Principles of Quality Engineering (CQE)
 Principles of Six Sigma Black Belt (CSSBB)
 Principles of Quality Auditing (CQA)
 Introduction to Quality Principles (Quality Improvement Associate {CQIA})
 Classroom Instruction On-Line Instruction

Certified Quality Technician/Certified Mechanical Inspector (CQT/CMI)

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