

# ASQ Basics of Quality

San Jacinto College in partnership with ASQ chapter 1422 is offering Basics of Quality, a course for anyone who is interested in using quality principles in the workplace. This can serve as a foundational course for anyone who is new to quality. It also functions as a review course for someone who is seeking the ASQ Quality Improvement Associate Certification.

Four domains will be covered – Quality Concepts, Team Basics, Continuous Improvement Techniques, and Customer-Supplier Relations.

**Duration:** 16 classroom hours.

## WHO SHOULD ATTEND

Those new to quality, process leader practitioners, and those who support the practice of business excellence and would benefit from formal training on the fundamentals of quality and process improvement should attend this training.

## LEARNING OBJECTIVES

To understand basic quality concepts and their application to the workplace. To provide career-enhancing instruction to anyone interested in expanding or strengthening their use of quality principles.

## Participants will learn:

- List the benefits of quality to individuals, organizations, customers, suppliers, and society.
- Describe key events in the evolution of quality.
- Identify and describe the key components of total quality management (TQM) and understand how organizations approach TQM deployment.
- Differentiate between the TQM philosophies of six quality experts and two quality approaches: Six Sigma and the Baldrige program.
- Know the role of process management in TQM and the interrelationship of processes and systems.
- Recognize how basic quality tools can be used to help improve processes.
- Define different quality concepts related to quality evolution, TQM, process management, and the basic quality tools.

**Fall 2019 Dates TBA!**

**Hours:** 16

**CEUs:** 1.6

**Times:** 9 a.m. – 5 p.m.

**Cost:** \$975 (Materials Included)

**Location:** Central Campus

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in partnership with



<http://asq.org/sections/mini-sites/1422>