# FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

**BUSINESS ADMINISTRATION/**

**TOTAL QUALITY MANAGEMENT CERTIFICATE (C25120C15)**

Effective: Fall 2022

Revised: 02/03/22

The Total Quality Management certificate is designed to provide the practical skill set that encompasses various elements of total quality management. TQM is a comprehensive approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in response to continuous feedback.

Course work includes quality management, basic Six Sigma, OSHA Compliance, management, problem solving, logistics, and operations management planning.

Upon completion, students should be prepared to implement TQM concepts in manufacturing, retailing, and service organizations.   Students may transfer these courses into the Associate degree Business Administration programs.

Length: 2 Semesters

Prerequisite: High School Diploma, Placement Test Equivalent

Award: Certificate

**FALL SEMESTER**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Prefix No.** | Title | **Class** | **Lab** | **Clinical** | **Credit** |
| BUS110 | Introduction to Business | 3 | 0 | 0 | 3 |
| ISC131 | Quality Management | 3 | 0 | 0 | 3 |
| OMT110 | Intro to Operations Mgmt | 3 | 0 | 0 | 3 |
|  |  | ----- | ----- | ----- | ----- |
|  | **Totals** | **9** | **0** | **0** | **9** |

**SPRING SEMESTER**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Prefix No.** | Title | **Class** | **Lab** | **Clinical** | **Credit** |
| ISC121 | Envir Health & Safety | 3 | 0 | 0 | 3 |
| LOG110 | Introduction to Logistics | 3 | 0 | 0 | 3 |
| OMT156 | Problem Solving Skills | 3 | 0 | 0 | 3 |
|  |  | ----- | ----- | ----- | ----- |
|  | **Totals** | **9** | **0** | **0** | **9** |

# TOTAL REQUIRED CREDITS.... 18

**Work-Based Learning Option:** NA