

BUS4101 : Quality Management

This course will introduce students to the philosophy and techniques of total quality management applied to business, governmental, and not-for-profit organizations. Students will explore the fundamentals of quality management with emphasis on the best practices of high-performing organizations as measured by assessment tools such as the Baldrige Performance Excellence Program. Students will learn the proper application and use of techniques such as Statistical Process Control, Six Sigma, and process management.

Credits 4.0

Prerequisites

[MGT2037](#), [MAT2058](#)

Corequisites

None