

# QUALITY/CONTINUOUS IMPROVEMENT SUPERVISOR ENTRY-LEVEL CERTIFICATE



## Program description

This new entry-level certificate program gives those new to quality and continuous improvement the knowledge and skills required to support the design, implementation, maintenance and continuous improvement of a business management system (e.g., ISO 9001).

The Quality/Continuous Improvement Supervisor Entry-Level Certificate program prepares individuals for careers in the manufacturing, health care, government, military, education, service operations, engineering, banking and finance, and construction industries.

### Certificate includes

- Frontline Leadership: The Leadership Journey
- Introduction to Quality and Continuous Improvement
- Practical Problem-Solving
- Finance for Non-Financial Managers
- Lean Six Sigma Yellow Belt

### Additional offerings of interest (not included in price):

- ISO 9001 Internal Auditor
- ASQ CQIA or CQT Certification Exam Prep

### Who should attend?

Those new to quality, continuous and process improvement, including quality/continual improvement supervisors, quality technicians, inspectors, junior engineers, frontline supervisors and internal auditors.

Code	Title	Credit Hours
Certificate Course (includes all courses):		
Courses Included in Certificate:		
ZLDR-0244	Frontline Leadership: The Leadership Journey	
ZLSS-1113	Practical Problem-Solving	
ZLSS-1032	Lean Six Sigma: Yellow Belt	
Additional Courses of Interest:		
ZISO-1064	Certified Quality Improvement Associate (CQIA) Refresher	
ZISO-1800	Plexus ISO 9001:2015 Understanding and Internal Auditing	

## Program cost

Visit the Corporate College website for pricing.

## Financial aid eligibility

This program is **not** eligible for federal financial aid, including Pell Grants.

Scholarships, payment plans and other financial aid options may be available. Call 216-987-6000 (Option 1) for more information.

## Upon completion students receive

Certificate of Completion

## Related programs/training

- Lean Six Sigma
- Organizational Effectiveness
- American Society of Quality (ASQ)
- ISO Standards