TQM TOTAL QUALITY MANAGEMENT

Courses

TQM.101 Total Quality Management

This is an introductory course in Total Quality Management (TQM). An in-depth study of TQM principles and practices will be covered which include: leadership, customer satisfaction, employee involvement, continuous process improvement, supplier partnership and performance measures. TQM techniques, such as SPC and ISO 9000, will be briefly discussed.

Offered: Summer

Applicable toward graduation at Sandburg where program structure permits:

Degree or Certificate: AAS, AGS, and Certificates where applicable.

General Education – Not Applicable