

**SUPERVISORY MANAGEMENT:
QUALITY/CONTINUOUS IMPROVEMENT
Certificate**

I. Course Requirements.....12 Credits

SMGT 1200	Quality & Productivity Improvement	2 cr
SMGT 1210	Problem Solving/Decision Making	2 cr
SMGT 1225	Team Building and Facilitation Skills	2 cr
SMGT 1230	Planning and Project Management	1 cr
SMGT 1250	Managing Customer Service	1 cr
SMGT 1260	Time Management	1 cr
SMGT 1270	Creativity & Innovation	1 cr
SMGT 1299	Quality and Productivity Field Study	2 cr

Total.....12 Credits

Program Description:

The Quality/Continuous Improvement Certificate is an individually available component of the Supervisory Management A.A.S. Degree program. It is specifically designed to provide *employed* students with the skills necessary to be successful in a position of supervisory leadership. Courses in the certificate program focus on skills and techniques directly related to quality issues.

Students will have the opportunity to increase their skills in continuous improvement strategies and tools, creative problem solving, work teams, project and meeting management, customer service, managing priorities, and many more quality related topics.

This program is structured to allow students to remain employed while attending classes on a part-time basis. Classes are scheduled primarily at night and on weekends. Upon approval students may transfer applicable transcribed course credits and/or experiential learning to satisfy required or elective program credits.

Implementation: Spring 2008

Revised: 02/25/2008

Reviewed: 03/2009

For more information contact:

http://www.rctc.edu/counseling_career_center/pdf/AdvisorList-2008-09.pdf