QUALITY PROCESS IMPROVEMENT

Program Number 31-623-2
Technical Diploma • Two Terms

ABOUT THE PROGRAM

This technical diploma, Quality Process Improvement, provides you with the basic skills for quality assurance work. This credential 'ladders' up to the full two-year associate degree, Quality Assurance Technician. Quality Assurance is a program for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met. In simple business terms, quality assurance is the difference between success and failure. If you believe in the idea of "quality in, quality out," and you want to play a vital role in helping an organization achieve success through quality, Lakeshore's Quality Process Improvement technical diploma is the way to get you started in this field.

PROGRAM OUTCOMES

- Define the operations of a business across functional areas.
- Measure the current state of an organization's quality system.
- Analyze data and processes to meet organizational goals.
- Improve the quality system and processes.
- Control business processes.

CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES

Lakeshore credits transfer to over 30 universities. For more information visit lakeshore.edu/future-students/transfer.

ADMISSIONS AND FIRST SEMESTER ENROLLMENT STEPS

- Submit online application.
- Complete the online Student Success Questionnaire.
- Complete Get Started at Lakeshore appointment.

**Submit high school transcripts, college transcripts, and test scores (optional, highly recommended). Official transcripts will be needed for transferring college credit(s) and for financial aid purposes.*

ACADEMIC PREPAREDNESS/FUTURE SEMESTER ENROLLMENT STEPS

If applicable, complete program-specific academic preparedness requirements and enrollment steps prior to enrolling in occupational or core courses. Students will be notified if there is a program waitlist. View the college's program webpage for details: https://lakeshore.edu/programs-and-courses/career-areas/manufacturing/quality-process-improvement.

APPROXIMATE COSTS

$157.45 per credit tuition (WI resident) plus $9.45 per credit student activity fee. Material fee varies depending on course. Other fees vary by program. Visit https://lakeshore.edu/paying-for-college/tuition-and-fees for details.

FINANCIAL AID

This program is eligible for financial aid. Visit lakeshore.edu/Financial-Aid or talk with your College Recruiter about how to apply for aid.

SPECIAL NOTE

Accelerate your learning, earn credit for what you know, and get personalized support to reach your goals. The full CBE definition may be found at lakeshore.edu/CBE.

CONTACT

Lakeshore College Recruiter
920.693.1366 • Recruitment@lakeshore.edu

Catalog No.	Class Title	Credit(s)
	Term 1	
10623118	Lean Manufacturing Overview*	3
10623101	Quality Concepts*	3
10623123	Blueprint Reading and Metrology*	3
10623110	Lean Six Sigma - Measure and Analyze*	4
10623111	Lean Six Sigma - Improve & Control*	4
		17
	Term 2	
10623112	Lean Six Sigma - Implementation*	3
10623193	ISO 9001 Internal Auditor*	3
10801136	English Composition 1	3
		9
	TOTAL	**26**

*CBE delivery only

Curriculum and program acceptance requirements are subject to change. Program start dates vary; check with your Academic Counselor for details. The tuition and fees are approximate based on 2026-2027 rates and are subject to change prior to the start of the academic year.

BLUEPRINT READING AND METROLOGY...provides knowledge and skill in the understanding of quality measurement, quality measurement devices and their proper application. Quality measurement topics include precision, accuracy, control of variation, gage R/R, calibration techniques and blueprint/specification reading.

ENGLISH COMPOSITION 1…is designed for learners to develop knowledge and skills in all aspects of the writing process. Planning, organizing, writing, editing and revising are applied through a variety of activities. Students will analyze audience and purpose, use elements of research, and format documents using standard guidelines. Individuals will develop critical reading skills through analysis of various written documents. Discuss reading and writing academic course support with your Counselor.

ISO 9001 INTERNAL AUDITOR…is designed to introduce participants to the current ISO 9001 standard. The course is structured to provide a detailed review of the standards, how to document procedures, and how to perform audits. Students will practice preparation for and conducting audits in a local business. Successful completion of this course qualifies the student to receive the ISO 9001 Internal Auditor certificate (19-623-8).

LEAN MANUFACTURING OVERVIEW...expands the learner's ability to develop skills to prioritize and sequence work, execute work plans, implement controls, and create and analyze performance evaluations. It allows the student to explore the execution of quality initiatives and continuous improvement plans in addition to the control and handling of inventories.

LEAN SIX SIGMA - IMPLEMENTATION…introduces the student to the implementation of a Six Sigma project. Students apply the techniques used in prior Lean Six Sigma courses to a real problem in their place of employment. An emphasis is placed on team skills required to successfully implement the project. Skills demonstrated include project initiation, time management, and constraint management. Student final projects demonstrate their mastery of both DMAIC and Lean methodologies. COREQUISITE: 10623111 Lean Six Sigma-Improve & Control

LEAN SIX SIGMA - IMPROVE & CONTROL…provides the student with the skills and tools to select and implement solutions to solve problems and improve processes. An emphasis is placed on the use of statistical techniques in solution selection including correlation, regression, and statistical process control. Lean manufacturing methods including SMED, POUS, cellular manufacturing, mistake proofing, TPM, 5S and visual management are practiced. Students learn how to create a control plan. COREQUISITE: 10623110 Lean Six Sigma -Measure & Analyze

LEAN SIX SIGMA - MEASURE AND ANALYZE...provides the student with skills and tools to collect and analyze data to solve problems and improve processes within an organization. Various techniques for process mapping are explored including SIPOC, FMEA, VSM, standard work sheets, and spaghetti diagrams. Statistical tools are explored including probability, confidence intervals, measurement systems analysis, hypothesis testing, and TAKT time analysis to create and implement a data collection plan.

QUALITY CONCEPTS…provides an overview of quality systems, methods and analysis. Basic quality philosophies such as Deming's principles, continuous improvement, quality costs, supplier relations and inspection theory will be presented. The components of a basic quality system compatible with ISO 9000 and Six Sigma will be explored. Techniques such as pareto, trend analysis, histograms, cause and effect diagrams and corrective/preventive action techniques will be applied to the data in order to address problems and improve processes.