Font-line supervisors and managers are critical to organizational effectiveness and are essential personal in business and industry. The Quality Supervision certificate prepares learners to develop foundational and operational knowledge of the continuous process improvement and quality management function, including total quality management and quality management function, including total quality management, Six Sigma, Lean, Kaizen, 5s, and project management. Both theory and practice are explored in depth. Learners complete essential coursework and a final applied project in partnership with an actual organization’s continuous improvement and quality management strategies and initiatives.

### Program Learning Outcomes

By completing this program, students will achieve the following learning outcomes.

- Apply effective diversity strategies in a global workplace.
- Demonstrate critical and analytical thinking skills.
- Practice professional behavior and interpersonal communication skills.
- Develop and implement change strategies.
- Demonstrate visionary leadership.
- Apply ethical marketing, management, and organizational theories.
- Apply human resource management practices.
- Plan, prepare, and deliver effective oral and written communications.
- Demonstrate financial management skills.
- Utilize current technology in the workplace.
- Apply customer-focused strategies.
- Apply continuous improvement strategies by exercising creativity and innovation.

### Course Prerequisites

None.

### Graduation Requirements

All Anoka Technical College students seeking an Associate in Applied Science (AAS), diploma, or certificate must meet the cumulative grade point average (GPA) of 2.0 or higher.

### Transfer Opportunities

To see how credits from this program may transfer into other Anoka Technical College programs or into a program at another college, visit:

- [Minnesota Transfer](#)
- [Anoka Technical College transfer student](#)