

# **QUALITY TOOLS IN DESIGNING A CURRICULUM FOR A DEGREE IN QUALITY MANAGEMENT AND QUALITY ASSURANCE**

*Elzbieta K. Trybus, Department of Systems and Operations Management, California State University,  
18111 Nordhoff Street, Northridge, CA 91330-8378, 818-677-4616 ,elzbieta.trybus@csun.edu*

## **ABSTRACT**

Education in Business Colleges changes rapidly due to the expectations and requirements of employers, professional organizations, and students. The primary purpose of this paper is to present a process of developing a curriculum for an academic program in quality management/quality assurance at the California State University in Northridge. In the designing process of this new program benchmarking, surveys and quality tools were used. The important components, including, curriculum selection, method of delivery, students' eligibility, availability of resources, and selection of instructors are discussed in the paper.

## **STEPS IN DESIGNING A CURRICULUM FOR QUALITY MANAGEMENT**

A request to teach courses in quality management and quality assurance came from the board of directors of the ASQ San Fernando Valley Section 706. A committee composed of three faculty from the Systems and Operations Management Department at California State University Northridge was formed to work on this project. In order to justify the demand for this new program a questionnaire was designed and distributed locally among quality professionals. Questions were developed by an author and a representative of the ASQ.

Due to recent budget cuts two approaches seems to be feasible. The first approach is to offer a Minor Program in Quality Management/Quality Assurance in the college of Business, and the second is to offer a Certificate Program through the College of Extended Learning.

Minor Program will be available to any undergraduate student, who in addition to his/her major will complete 18 units of designated courses, clearly six courses. These are four mandatory courses in marketing, basic statistics, operations management, and quality management and control plus two elective courses from the list of six possible courses offered in the SOM department and in marketing and psychology. It is worth to mention that both basic statistics and marketing are general education courses, so if a student decides early in his/her career to get a minor in quality management/quality assurance the amount of additional courses will be reduced to four. All courses for this program were selected from the university catalog and there will be no extra cost of running this program.

The Certificate program offered by the College of Extended Learning will be addressed to any professionals and also students who want to get new skills in quality management. The discussion is on allowing the Certificate participants to receive an academic credit toward completion of their degrees.

Quality tools, including, process flowchart, Pareto chart, Quality Function Deployment are applied in the designing process and in the implementation stage if the program will be finalized.