



Bachelor of Science

# Quality Systems and Improvement Management (BSQSIM)

• CIP 520201 • 120 credits

## Program Description

The BSQSIM teaches theory that is critical to the discipline while also emphasizing the direct application of what students learn. The BSQSIM program emphasizes performance-based education where students acquire the critical knowledge and skills to analyze business practices; create comprehensive plans focused on tangible return on investment, and measure the effectiveness and efficiency of these plans. Since the vast majority of BSQSIM students are working in their field, they are then able to apply what they learn to their workplaces, both immediately and over the lifespan of their careers in ways highly akin to other CCG academic programs.

The skills taught in the BSQSIM program can be applied to improve the efficiency and effectiveness of the operation in a range of organizations and industries, including but not limited to healthcare, finance, manufacturing, military, and government. The BSQSIM provides strong, metrics- and outcomes-based education for entry-level professionals that resonates well with careers in government and military as well as a wide range of business fields.

A Business Project is incorporated into the Capstone courses. Students will demonstrate tangible learning outcomes predicated on improvements in the effectiveness of systems and efficiency of operations. The Capstone project will work through Lean Six Sigma processes and follow the DMAIC (Define, Measure, Analyze, Improve, Control) process. The Capstone projects are based on the Lean Six Sigma Green Belt (LSSGB) Body of Knowledge (BOK) as defined by the American Society for Quality (ASQ). The Capstone project offers a high-impact, experiential learning opportunity for the students.

## Program Outcomes

The Program Learning Outcomes for the BSQSIM program are:

- Communicate effectively and engage all participants in key projects.
- Operate effectively and contribute to process improvement within team dynamics.
- Define process-based problems and identify opportunities for improvement.
- Identify and collect baseline data with respect to current process performance.
- Analyze current process performance data and determine best practices.
- Recommend appropriate options for improvement and support the development of pilot solutions and implementation plans.
- Determine performance measures and reviews necessary to monitor/control the improved process.

## Instructional Delivery

The BSQSIM is an online program. Courses are eight weeks in length, and there are six sessions each year. The BSQSIM is offered in a 100% asynchronous online format, and there is a strong focus on engaging students in a dynamic and interactive online learning format.

Given that CCG students are primarily working adults, the average program completion is five (5) years or thirty (30) eight-week terms.

## BSQSIM General Education ..... 42 credits

**English** ..... 6

ENG 101W English Composition I

ENG 201W English Composition II

**Critical Thinking and Literacy** ..... 6

INF 101W Information Literacy for College Success  
(Required as first course at CCG)

PHI 101W Critical Thinking

**Arts & Humanities** ..... 6

*Choose two:*

ART 301W Art History and Appreciation

ENG 305W American Literature

ENG 405W British Literature

HIS 201W U.S. History Since 1900

**Social Science** ..... 6

*Choose two:*

ECO 101W Economics and Society

PSY 250W Psychology

POL 250W Political Science

SOC 250W Sociology

**Mathematics** ..... 6

MAT 101W\* Essentials of College Mathematics

MAT 103W\* Business Math

MAT 205W College Algebra

**Communication** ..... 6

COM 201W Business Writing and Communication

COM 301W Interpersonal and Organizational Communication

**Natural Science** ..... 6

SCI 281W Environmental Science

SCI 301W Anatomy and Physiology

\*Students may elect to take a Math placement exam instead of MAT 101W. Students should contact their advisor for assistance with scheduling the placement exam prior to enrolling in any MAT courses.

(All courses @ 3 credits except as noted.)





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## Core Curriculum .....42 credits

- ACC 201W Accounting I (Prerequisite: MAT 103W)
- ACC 202W Accounting II (Prerequisite: ACC 201W)
- MGM 201W Principles of Management
- MGM 225W Human Resources
- MGM 301W Research Methods
- MGM 305W Organizational Behavior
- MGM 401W Operations Management
- MIS 205W Management Information Systems
- MKT 210W Principles of Marketing
- PJM 210W Introduction to Project Management
- QSM 210W Quality Systems Management
- QSM 345W Performance-Based Management and Benchmarking
- QSM 475W Introduction to Financial Systems Management
- QSM 480W BSQSIM Senior Capstone

## Concentration (required).....36 credits

### Business

- MAT 305W Statistics
- ECO *Choose one Economics course*
- MGM 215W Leadership and Management
- MGM 410W Strategic Planning and Decision Making
- HRM 250W Effective Workplace Training and Development
- INB 320W International Supply Chain and Logistics Management
- MGM 415W International Business Management
- QSM 408W Special Topics in Quality Management
- Electives Choose four business electives*

(All courses @ 3 credits except as noted.)