

**Registration**

Register by mail: Office of Continuing Studies  
NC A&T State University  
1601 E. Market St  
Greensboro, NC 27411  
or by phone: (336) 334-7607  
1-888-323.6237  
or by fax: (336) 334-7081

**For further information**

Patricia O'Connor  
(336) 334-7607 or  
poconnor@ncat.edu



# Refresher Courses for ASQ Certification Examinations

**Check Course**

- Manager of Quality/Organizational Excellence (CMQ/OE)
- Principles of Quality Engineering (CQE)
- Principles of Six Sigma Black Belt (CSSBB)
- Principles of Quality Auditing (CQA)
- Introduction to Quality Principles (Quality Improvement Associate {CQIA})
  - Classroom Instruction
  - CQIA On-Line Instruction

Name \_\_\_\_\_  
 Full Title \_\_\_\_\_  
 Agency \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ E-mail \_\_\_\_\_

**Method of Payment**

Payment must accompany registration. Please check one:

Visa     Mastercard     American Express  
 Check Enclosed     Purchase Order (PO)  
 \_\_\_\_\_ PO #

**Credit Card Information**

Card # \_\_\_\_\_  
 Expiration Date \_\_\_\_\_  
 Amount \$ \_\_\_\_\_  
 Cardholders Name \_\_\_\_\_  
 Signature \_\_\_\_\_

**Make checks payable to:** NC A&T State University

North Carolina A&T  
 State University  
**Office of Continuing Studies**  
 1601 E. Market St.  
 Greensboro, NC 27411

**North Carolina A&T State University**

# Refresher Courses for ASQ Certification Examinations

**Office of Continuing Studies**

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**1601 East Market Street**  
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**Greensboro North Carolina 27411**





## Refresher Courses for ASQ Certification Examinations

**T**he Office of Continuing Studies at North Carolina A&T State University and the Central North Carolina Section of the American Society for Quality (ASQ) are co-sponsoring a series of courses to help you improve business operations; improve quality and productivity; reduce costs, and prepare for ASQ certification exams. These courses, from introductory to advanced, present a systematic approach to improving the quality of operations in all areas of your business, such as reducing scrap, streamlining work-flow, reducing WIP, defining/mapping/improving and controlling business and production processes, defining customer needs and requirements and more.

**Manager of Quality/Organizational Excellence (CMQ/OE)** - replaces CQM  
Quality principles & standards in relation to organization & human resource management.  
**Instructor:** Paul Peterson  
September 11 & 25, 2010  
**2 Saturdays, 8:00 a.m. - 4:00 p.m. \$350**

**Principles of Quality Engineering (CQE)** -  
Quality leadership, quality planning, quality systems development and implementation, reliability and risk management, customer satisfaction, continuous improvement techniques, statistical tools and quantitative analysis tools.  
**Instructor:** Charles Volk.  
August 19 - December 2, 2010  
**15 Thursdays, 6-9:00 p.m. \$674**

**Principles of Six Sigma Black Belt (CSSBB)** - Six Sigma:  
Disciplined methodology for developing & delivering high-quality products & services (better), reduced cycle times (faster), reduced costs (cheaper). Includes customer analysis, project management, the DMAIC process (Define, Measure, Analyze, Improve, Control) lean manufacturing, and design for Six Sigma.  
**Instructor:** Rochelle Cook.  
October 25, 2010 - February 28, 2011  
**16 Mondays, 6-9:00 p.m. \$674**

**Principles of Quality Auditing (CQA)** - standards and principles for auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies; analysis of elements of a quality system and judgment of its degree of adherence to the criteria of industrial management and quality evaluation and control systems. **Instructor:** Paul Peterson.  
September 30 - December 2, 2010  
**9 Thursdays, 6-9:00 p.m. \$474**

**Introduction to Quality Principles - CQIA**  
Basic knowledge of quality tools & their uses with quality improvement projects. (Classroom Instruction)  
**Instructor:** Ron Noel.  
November 6 & 20, 2010  
**2 Saturdays, 9:00 a.m. - 3:00 p.m. \$314**

**CQIA On-Line**, November 1 - 30, 2010 \$314

**Certified Quality Technician/Certified Mechanical Inspector (CQI/CMI)** - Provides a thorough introduction to the technical aspects of statistical process control, continuous improvement, incoming sampling, quality standards, calibration, blueprint reading, and other quality-related topics.  
**Instructor:** Danny Chilton.  
November 8, 2010 - February 28, 2011  
**14 Mondays, 6-9:00 p.m. \$664**

**Continuing Education Units (CEU)**  
Continuing Education Units (CEU) will be awarded upon course completion. The CEU is a nationally recognized unit of measure of participation in noncredit activities. One CEU equals ten hours of instruction. Participants will receive a certificate of CEU earned; permanent transcripts of CEU earned will be on file with the university. CEU earned will not imply ASQ certification.

One Recertification Unit = One CEU  
Recertification Unit (RU)

Course Tuition includes QCI Primer

**Registration Deadlines:** 2 Weeks Prior to Class Starting Dates

