

ABOUT THE PROGRAM

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 Assurance Technician program is the way to realize your goal. This program is offered in a partial Competency-Based Education (CBE) format, which allows students to work at their own pace.

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 gotoltc.edu/future-students/transfer.

ADMISSIONS AND FIRST SEMESTER ENROLLMENT STEPS

- Submit online application.
- Complete the online Student Success Questionnaire.
- Complete Student Success Tutorial prior to meeting with your program counselor.
- Schedule your 1st Time Program Counseling/Registration Session with your assigned program counselor to plan your first semester schedule, review your entire plan of study and discuss the results of the Student Success Questionnaire.

**Submit transcripts and test scores (optional, highly recommended): College transcripts, along with high school transcripts and test scores from within the last five years, used for course registration. Official transcripts needed for transferring college credit(s) and for financial aid purposes.*

APPROXIMATE COSTS

\$149.50 per credit tuition (WI resident) plus \$8.97 per credit student activity fee. Material fee varies depending on course. Other fees vary by program. Visit gotoltc.edu/financial-aid/tuition-and-fees for details.

FINANCIAL AID

This program is eligible for financial aid. Visit gotoltc.edu/Financial-Aid or talk with your Admissions Advisor about how to apply for aid.

SPECIAL NOTE

Learn when you want. Progress at your own pace. Receive personalized coaching and support. The full CBE definition may be found at gotoltc.edu/cbe.

CONTACT

Lakeshore Admissions Advisor
 920.693.1366 • Admissions@gotoltc.edu

Catalog No.	Class Title	Credit(s)
Term 1		
10103121	Excel - Level 1	1
10103191	Word - Level 1	1
10623118	Lean Manufacturing Overview	3
10623101	Quality Concepts	3
10623123	Blueprint Reading and Metrology	3
10116109	Career Planning and Networking	1
		12
Term 2		
10182131	Supply Chain Management	3
10196188	Project Management	3
10801136	English Composition 1	3
10809144	Macroeconomics	3
10809198	Introduction to Psychology	3
		15
Term 3		
10804189	Introductory Statistics	3
10182102	Service Operations Management	3
10101155	Accounting for Professionals	3
10623110	Lean Six Sigma - Measure and Analyze	4
10623111	Lean Six Sigma - Improve & Control	4
		17
Term 4		
10623112	Lean Six Sigma - Implementation	3
10623114	Lean Six Sigma Tools - Black Belt	4
10182110	Negotiations	3
10623193	ISO 9001 Internal Auditor	3
10801198	Speech	3
		16
		TOTAL 60

Curriculum and program acceptance requirements are subject to change. Program start dates vary; check with your program counselor for details. The tuition and fees are approximate based on 2024-2025 rates and are subject to change prior to the start of the academic year.

ACCOUNTING FOR PROFESSIONALS...is the study of the information that can be interpreted from financial statements. Students analyze financial statements and apply managerial accounting concepts in an accelerated format.

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. The quality measurement devices portion of this course provides hands-on use of common measurement and test equipment.

CAREER PLANNING & NETWORKING...focuses on the process of researching and pursuing professional career opportunities. Students will develop resume and cover letter documentation to accurately reflect personal, academic, and professional accomplishments and the connection that these elements have to various positions with employers. Interviewing skills will be a significant aspect of this experience with a focus on interviews for potential internship opportunities.

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. COREQUISITE: Writing placement assessment or equivalent AND Reading placement assessment or equivalent

EXCEL - LEVEL 1...introduces the student to spreadsheet features such as creating, saving, editing, navigating, formatting worksheets; entering formulas and functions; working with charts; and developing multiple-sheet workbooks.

INTRODUCTION TO PSYCHOLOGY...introduces students to a survey of the multiple aspects of human behavior. It involves a survey of the theoretical foundations of human functioning in such areas as learning, motivation, emotions, personality, deviance and pathology, physiological factors, and social influences. It directs the student to an insightful understanding of the complexities of human relationships in personal, social, and vocational settings. COREQUISITE: Reading placement assessment or equivalent

INTRODUCTORY STATISTICS...prepares students to display data with graphs, describe distributions with numbers perform correlation and regression analyses, and design experiments. They use probability and distributions to make predictions, estimate parameters, and test hypotheses. They draw inferences about relationships including ANOVA. COREQUISITE: Math placement assessment or equivalent AND Reading placement assessment or equivalent

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. PREREQUISITE: 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, POCUS, 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 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.

LEAN SIX SIGMA TOOLS - BLACK BELT...provides the student with the knowledge to achieve Lean Six Sigma - Black Belt. Students demonstrate additional proficiency in high level statistical analysis including reliability, hypothesis testing, ANOVA, DOE, failure rates and MTBF. Project management through the DMAIC process is examined. Students learn how to "build quality in" at the design stage by use of the concepts of design for six sigma (DFSS). COREQUISITES: 10623112 Lean Six Sigma-Implementation

MACROECONOMICS...is an introductory course. Basic social choices regarding economic systems, basic economic aggregates, fiscal policy, the banking system, monetary policy, and international trade are the principle topics discussed in the course. Balance is drawn between theory, analysis, and a critique of the institutions that characterize modern mixed-capitalist economies. Conflicting social goals, economic constraints, and environmental concerns provide the framework through which the macroeconomy is analyzed. COREQUISITE: Reading placement assessment or equivalent

NEGOTIATIONS...is an exciting introduction into negotiations where the following topics will be discussed: nature of negotiations, framing, strategy, integrated negotiations, distributed negotiations, communication, perception, bias, leverage, ethics, global negotiations, and managing difficult negotiations. It is a must course for students desiring to succeed in business.

PROJECT MANAGEMENT...introduces the learner to explore the relationship of existing and emerging processes and technologies to manufacturing strategy and supply chain-related functions. This course addresses three main topics: aligning resources with the strategic plan, configuring and integrating operating processes to support the strategic plan, and implementing change.

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.

SERVICE OPERATIONS MANAGEMENT...introduces the student to the basic coverage of the concepts and current issues in service operation management. Topics include the value equation in operations management; understanding services; building the service system; operating the service system; enterprise resource management (ERP) and supply chain management concepts in the service sector.

SPEECH...explores the fundamentals of effective oral presentation to small and large groups. Topic selection, audience analysis, methods of organization, research, structuring evidence and support, delivery techniques, and other essential elements of speaking successfully, including the listening process, form the basis of the course. COREQUISITE: Reading placement assessment or equivalent

SUPPLY CHAIN MANAGEMENT...has been developed to provide a basic understanding of the planning and control of materials into, through, and out of organizations. In addition, those who want to become certified by APICS need a fundamentals course to learn about the material planning and control system. This course will provide a basis for further study leading to certification.

WORD - LEVEL 1...introduces the student to word processing features such as creating, saving, editing, navigating, and formatting the content of multi-page documents.