



# BACHELOR OF SCIENCE IN QUALITY SYSTEMS MANAGEMENT\*

The Bachelor of Science Completion Program in Quality Systems Management (BSQSM)\* with Juran Global Lean Six Sigma Green Belt. is designed as a “bridge” for those who possess an Associate’s degree to earn a bachelor degree. NGS will accept 60 to 75 credits in transfer from an approved college.

The curriculum consists of a 10 course, 30 credit, 2 semester program designed as an "integrated storyboard," developed after extensive consultation with diverse focus groups of prospective employers, organizational leaders and quality practitioners. Up to 30 credits may be awarded for experiential learning from work experience and accomplishments. The BSQSM degree requires a total of 120 credits. A distinguishing feature of the program is the team-based, work-related business project. In order for a student to graduate, the project’s supervisor or "champion" must validate and formally attest to the school that results have been achieved. NGS students who successfully meet their BSQSM degree program requirements are now eligible to receive their Lean Six Sigma Green Belt certification from [Juran Global](#) for no extra charge.

Enrollees must have an Associate degree (or 60 credits that include the lower-level, freshman and sophomore “core” courses). Students also need 30 credits to be awarded for experiential learning from work experience and accomplishments. Up to 15 upper level credits can be utilized towards the experiential portion of the acceptance process.

## **BSQSM Degree Requirements**

Associate Degree (or equivalent)	- 60 credits
BSQSM Program courses	- 30 credits
Experiential Learning Portfolio	<u>-15-30 credits</u>
	120 credits

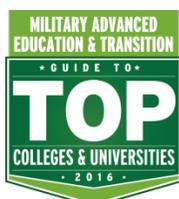
NGS is accredited by the New England Association of Schools and Colleges, Inc. through its Commission on Institutions of Higher Education. Certified to operate by the State Council of Higher Education for Virginia (SCHEV).

\*Not available in MA. Not available to MA residents.

The administration and faculty welcome and are accustomed to students whose work or public sector responsibilities require flexibility. Students begin their studies in cohort groups at any time that there is sufficient enrollment and continue straight through to degree completion. The School is noted for its iron-clad guarantee that a program, once launched will provide students with the courses they need to complete their degrees without interruption. Employers hire, promote, and recruit NGS graduates because of their extraordinary practice-based knowledge and their proven ability to achieve accelerated, tangible results. NGS is the nation’s only accredited school of business that requires demonstrated results as a graduation prerequisite.

The program is offered only in cohort group format. **The purpose of the BSQSM is:**

- To provide students, particularly working adults and other non-traditional students, the opportunity to finally finish their Bachelor Degree with education that will empower them to make rapid contributions to private, public and military sector organizations;
- To engage students in a rigorous, exciting, challenging, theoretical and practical learning experience in a specialized curriculum that is uniquely centered in both management sciences and quality systems, predicated on a teamwork approach, and incorporating a business project that requires measurable results;
- To maintain highly qualified faculty who possess quality-related work experience as well as appropriate educational credentials;
- To provide students with the resources needed to interact with others clearly and effectively;
- To impart and demonstrate to students the aligned relationship of a management quality systems theme to ethical behavior;
- To introduce students to the principles and practices of quality assurance, process efficiency, and customer satisfaction as integral functions in successful business systems.



## FOR MORE INFORMATION

Contact 800.838.2580 ext. 505, email [info@ngs.edu](mailto:info@ngs.edu), or visit our website at [www.ngs.edu](http://www.ngs.edu).

For information on financial aid, contact [financialaid@ngs.edu](mailto:financialaid@ngs.edu)

# BACHELOR OF SCIENCE DEGREE COMPLETION IN QUALITY SYSTEMS MANAGEMENT\* COURSE DESCRIPTIONS

## **EDU 301: Best Practices for Undergraduate Education: Foundations of Quality Management Systems**

EDU301 lays the groundwork for the Bachelor's Completion Program and the associated program-long team project, "Bachelor's Business Project" (BBP). This first course of the program provides a chronological journey of the concepts, tools, quality improvement, and quality management systems that have emerged over the years. EDU301 also introduces the Six Sigma DMAIC (Define, Measure, Analyze, Improve, and Control) process and the associated quality tools that are used to assess and improve business processes. Student teams will begin their BBP Storyboard, a phase by phase description of their project work. (3 credits)

## **QSM350: Bachelor's Business Project I**

Bachelor's Business Project I is the start of the program's application to a real-world process improvement opportunity. Consistent with the NGS emphasis on *applied* learning, student teams initiate a work-related project that will demonstrate measurable and significant process improvement. QSM350 sets the stage for a successful project by integrating Quality Systems principles and best practices. Student teams select a process improvement project during QSM350, choose a Project Champion, and agree on performance measures for the project. QSM350 focuses primarily on the first phase (DEFINE) of the Six Sigma DMAIC five-phase process as well as the Initiation and Planning stages of project management. (3 credits)

## **QSM 381: Introduction to Strategic Planning**

Strategic planning sets the direction of the organization for long-term survival and prosperity. QSM381 emphasizes the Hoshin method of strategic planning, a technique that treats strategic planning as a "system" that involves development of plans with linkage to the organization mission. Students learn how first level and lower level strategies are developed and deployed. A key emphasis of QSM381 is the use of Hoshin tools in strategy development, review, and feedback. Students will utilize tools to analyze the present state and voice of the customer, and ensure alignment of their Bachelor's Business Project (BBP) with organizational goals and objectives. (3 credits)

## **QSM 340: Performance Based Management Introduction**

QSM340 focuses on Performance Based Management, Leadership of Change, and the initiation of the MEASURE phase of the Six Sigma DMAIC process. This course shows that, in order to effectively manage processes, one must measure performance and establish a culture of performance based management, a key facet of which is effective leadership. This course provides instruction on designing a measurement plan for the Bachelor's Business Project (BBP), collecting baseline measures, and defining a robust set of internal and external performance metrics in order to facilitate continuous process improvement. (3 credits)

## **EDU 338: Bachelor's Project Development I**

EDU338 is a continuation of the team Bachelor's Business Project (BBP) work and completes the work that began in QSM340 where students were introduced to the purpose and tools of the MEASURE phase of Six Sigma DMAIC. EDU338 addresses data collection and preparation for the Analyze phase of DMAIC. The cohort's Project Faculty Lead will provide mentoring and individual team guidance for the project. Student teams collaborate with faculty to assess overall progress to date, and both individual and team assessments of progress will be performed. The team will add additional measurement-related content to the BBP Storyboard and develop a detailed project management plan for the completion of the Bachelor's Business Project. (3 credits)

## **EDU 401: Introduction to Research & Data Analysis**

EDU401 builds on the program's earlier courses and the Bachelor's Business Project (BBP) work to explore business research concepts. Students will be provided with a fundamental understanding of business-related research and the variety of methods available to researchers. Basic research, as well as applied (problem focused) research is explained. This course also marks the beginning of the ANALYZE Phase of the DMAIC process for the team BBP project. Students will learn how to conduct data and process analysis for the purpose of discovering root causes of problems. (3 credits)

## **QSM 358: Introduction to Benchmarking**

QSM358 provides an introduction to Benchmarking and its role in the Six Sigma DMAIC process. The contribution of Benchmarking to the Improve phase of DMAIC is emphasized. The process of benchmarking is examined and discussed in light of how it translates into business process improvements. The distinction between primary and secondary benchmarking strategies is stressed. QSM358 provides a balance of individual study, team applications, and discussion activities. Students will apply learnings to case studies as well as to their Bachelor's Business Project (BBP). (3 credits)

## **QSM 475: Introduction to Financial Systems Management**

QSM475 presents students with an introduction to finance by covering the basic principles of finance and the role of finance in business. Students will gain insight into the importance of a company's balance sheet and income statement, how to measure a company's cash flow, and how to perform activity based costing. As for earlier courses in the Bachelor's Completion program, QSM475 emphasizes the application of the tools learned in this course to the Bachelor's Business Project (BBP). This includes consideration of Cost of Quality and the calculation of a return on investment (ROI) for business process improvement so that tangible financial results of the BBP can be illustrated. (3 credits)

## **QSM 408: Special Topics in Quality Management**

QSM408 expands on the principles of process and change management to undergraduates in the Bachelor of Science Degree Completion program. This course emphasizes the skills needed to: identify and select processes for improvement, apply lean thinking techniques, map value streams, lead a Kaizen event, and understand the keys to successful change. Diverse case studies are used for the purposes of in-class review and on-line discussion. The course encourages students to apply the principles to their team's Bachelors Business Project and their own work environment, and to consider how organizational processes may be improved using the techniques described in this course. (3 credits)

## **QSM362: Bachelor's Business Project II**

QSM362 marks the completion of the Bachelor's Degree Completion program. This course provides students with instruction on completing the last phase of the DMAIC process, the CONTROL phase. Tools and techniques for maintaining an implemented process improvement are stressed; the use of these tools ensure that the process at the center of the team Bachelor's Business Project (BBP) is stable, predictable, and meets customer requirements. Student teams will formally present their final BBP Storyboard to faculty and invited guests for review and approval. (3 credits)

*Sequence of courses and curriculum are subject to change.*