The Program
Quality Assurance is an interdisciplinary profession practiced by management and technical personnel responsible for planning and assuring the quality of products and services. Participants in the Master of Science in Quality Assurance (MSQA) receive education in both the technical and administrative foundations of the field.

The curriculum prepares working professionals to lead organizations toward the objective of “total quality.” The program’s interdisciplinary approach blends study in management with quality concepts. Relevant theoretical and practical course work, independent study, interaction with fellow students and working quality professionals, and a thesis or final project provide a well-rounded learning experience.

The MSQA requires thirty-three semester units and options are offered in Manufacturing, Service and Health Care. Students can customize their program of study to include areas of personal and professional interest.

What You Will Learn
Through the program, students acquire knowledge and skills in the following areas:
- Managing a quality organization
- Planning and implementing a quality assurance program
- Troubleshooting and solving quality problems, both administrative and technical
- Incorporating quality concepts and human factor techniques in the design of organizational operations
- Creating and managing supplier control systems
- Developing and analyzing statistical process control charts
- Developing and analyzing acceptance sampling plans
- Design of experiments (analysis of variance techniques)
- Performing quality cost analysis
- Performing reliability maintainability, and safety systems reviews
- Performing quality system audits.
- The ISO 9000 Series of Quality System Standards

Who Should Attend
The MSQA is ideal for creative thinkers who can apply technical and statistical principles and enjoy solving problems to increase safety and efficiency in crucial industries. The MSQA prepares professionals in manufacturing, service, government, and healthcare for career advancement. Professionals in the following fields, among many others, will benefit: quality, manufacturing, engineering, science, management, health care, government, utilities, retail, insurance, telecommunications, banking, finance, education, entertainment, transportation and other service industries.

The demand for individuals with industry-specific technical, management and team-based problem-solving skills is increasing as developments in science and technology advance. A degree in Quality Assurance is extremely versatile and provides graduates with many career options.

Admission Requirements
Candidates for the MSQA program must meet the CSUDH graduate admissions requirements and have a bachelor’s degree. Applicants should have completed courses in mathematical statistics, theory of probabilities and principles of computer technology. Students who do not meet these requirements may be offered conditional admission to the program based upon review by the MSQA Admissions Committee. Information about graduate admissions is available at www.csudh.edu/graduatestudies.

Taking Courses Before Admission
Students can take up to three courses in the program before being admitted to the MSQA. This gives a student the opportunity to take courses while his/her admission application is being processed. Once admitted, a student can apply these courses toward the degree.

In addition, the Quality Assurance Program offers Certificates of Completion in several topics. These certificate programs include core courses from the MSQA program. If a student completes a certificate program and is later admitted to the MSQA, courses may be applied toward the degree. Schedule available at: www.csudh.edu/msqa

Register by Phone (310) 243-3741 • einfo@csudh.edu • http://www.csudh.edu/ee
Quality Assurance Bachelor of Science & Quality Assurance Bachelor of Science with Measurement Science Option

The Program

Quality Assurance is an interdisciplinary profession practiced by management and technical personnel responsible for planning and assuring the quality of products and services. The BSQA program blends studies of the basic sciences, technologies, management principles, quality concepts and statistical tools needed to prepare professionals for careers in Quality Assurance, and enhance the careers of working Quality Assurance professionals. For those students more interested in the technical areas of Quality, there is a Measurement Science option.

Online

The online and on-site BSQA programs are designed primarily as upper division transfer programs for students who have completed the majority of their lower division general education courses. The online program requires no on-campus attendance. Courses are offered throughout the year on a trimester basis.

Who Should Attend

The BSQA program is conducted online through Cal State Online using a course management platform.

The BSQA Cal State Online program is especially suited for

- Working adults who, because of location or schedule, are not able to attend University classes on a campus
- Individuals who wish to complete a four-year degree, particularly those with associates in technical or vocational fields
- Individuals interested in career advancement with a 4-year degree
- Affordable degree in convenient format for working adults
- Advising and support throughout the program
- Scheduled courses year-round making possible timely completion of upper division coursework

- Enrollment in courses permitted to qualified students before admission.

Advantages of the Program

- Prepares professionals in Quality Assurance for careers in the design, development, manufacture and support of products and service.
- Meets the needs and interests of the Quality Assurance professional through a combination of theoretical and practical course work, independent study, and interaction with fellow students and leading professionals.
- Provides an interdisciplinary approach that blends the basic sciences, technologies, management principles, quality concepts and statistical tools.
- Provides a well-rounded learning experience as well as preparation for advanced studies (e.g. Masters Degree) through a broad curriculum that includes a culminating project.
- Enables students to customize their programs of study to include areas of personal and professional interest.
- Develops problem-solving skills with a customer-based focus leading to the continuous improvement of process, product and service.

Admission Requirements

The best way a student can prepare for transferring to the BSQA program is to complete an associate’s degree with lower-division General Education requirements that meet both the CSUDH and BSQA requirements. Residence Units (Includes courses taken on the Internet, Correspondence and Television through CSUDH)

1. A minimum of 30 semester units must be completed in residence at CSU Dominguez Hills, of which 24 shall be earned in upper division courses and 12 upper division units shall be in the major. When a minor is declared, at least one-half of all upper division units earned for the minor must be completed in residence at CSU Dominguez Hills.
2. Credit by examination may not be used to fulfill the minimum residence requirement.
3. Up to 24 units of coursework taken in non-matriculated status through Open University may be used to fulfill the minimum residency requirement.
4. Credit received in summer session or January session at CSU Dominguez Hills may be counted as residence credit.
5. At least nine units of General Education must be completed at CSU Dominguez Hills.

Admission as a Transfer Student

The best way to prepare to transfer to CSUDH and be admitted as an upper division student in the BSQA is to obtain an associate degree at a California Community College and a certification of completion of the California State University lower-division General Education requirements. Most students will enter the program with an associate’s degree or equivalent completed. Refer to the CSUDH admissions website for information about qualifying for admission.

http://www3.csudh.edu/student-affairs/ois/transfer-students/admissions-criteria/default.html

For CAL STATE Online application coaching, phone 800-247-5168. To reach the Extended Education Registration office please call (310) 243-3741, fax (310) 516-3971, or by email at eereg@csudh.edu. Please call for information about current fees. * Fees are subject to change.

Schedule available at:
www.csudh.edu/bsqa

Quality Certificates

The Program

Need certification in Quality Assurance, but don’t want to commit to the entire MSQA program? California State University, Dominguez Hills has Quality Assurance certificate programs available in specialized fields of study.

Certificates of Completion

To earn a certificate students should complete three graduate level courses and the associated capstone course from the MSQA program.
Quality Certificates (Continued)

Certificate in Management Quality / Organizational Excellence
Quality Function Management & TQM
Quality Project Management & Productivity
Supplier Quality Assurance
Supplier Quality Assurance or
Quality Measurement
Certified Quality Manager / Organizational Excellence Preparation (capstone)

Certificate in Quality Engineering
Advanced Probability & Statistics
Statistical Quality Control & Sampling
Advanced Experimental Design
Certified Quality Engineer Preparation (capstone)

Certificate in Quality Auditing
Quality Function Management & TQM
ISO 9000 and the Audit Function
Supplier Quality Assurance
Supplier Quality Assurance or
Quality Measurement
Certified Quality Auditor (capstone)

Certificate in Reliability Engineering
Advanced Probability & Statistics
Reliability
Statistical Quality Control & Sampling
Certified Reliability Engineer Preparation (capstone)

Certificate in Software Quality Engineering
Software Reliability
Advanced Probability & Statistics
Statistical Quality Control & Sampling
Certified Software Quality Engineer

ASQ Exam Preparation Quality Capstone

The Program
California State University, Dominguez Hills, in cooperation with the American Society for Quality in Los Angeles, can help you prepare for ASQ exams. This certification is a recognized professional accomplishment bound to enhance your career and personal marketability. Capstone courses provide a complete overview of the Body of Knowledge prescribed by ASQ and CSU Dominguez Hills for each discipline. These courses prepare a student for certification by ASQ or registration as a Professional Quality Engineer, PE, by the state of California. These courses also serve as a final review for a series of four courses that result in a certificate of competence in a specialized area of Quality.

Each student will receive a certificate of completion following successful completion of a capstone course. ASQLA will award 0.1 Re-certification Units (RU’s) per hour of classroom instruction to those students who successfully complete each course. Cost of each course is $350.

Online Classes

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<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
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<tbody>
<tr>
<td>NBQA 701</td>
<td>Certified Quality Management / Organizational Excellence Exam Prep.</td>
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<tr>
<td>NBQA 702</td>
<td>Certified Quality Engineer (CQE) Exam Preparation</td>
</tr>
<tr>
<td>NBQA 703</td>
<td>Certified Quality Auditor (CQA) Exam Preparation</td>
</tr>
<tr>
<td>NBQA 704</td>
<td>Certified Reliability Engineer (CRE) Exam Preparation</td>
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<tr>
<td>NBQA 705</td>
<td>Certified Software Quality Engineer Exam Prep</td>
</tr>
<tr>
<td>NBQA 709</td>
<td>Certified Calibration Technician Engineer Exam Prep</td>
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For information on scheduling for NBQA 701, NBQA 702, NBQA 703, and NBQA 706 please contact the MSQA program coordinator, Dr. Milton Krivokuca at (310) 243-3352 or by email at mkrivokuca@csudh.edu.

Certificate in Service Quality Assurance

Students who complete the four required courses for the Master of Quality Assurance -- Service with a cumulative GPA of 3.0 (B) or better will receive a Professional Certificate issued through the California State University, Dominguez Hills Division of Extended Education. Admission to the University is not required, but a bachelor’s degree which includes some probability and/or statistics is a requirement. Exceptions to this requirement can be approved by the MSQA program coordinator, at (310) 243-3352.

Courses required for the Certificate in Service Quality Assurance

<table>
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<tr>
<th>Course Code</th>
<th>Course Title</th>
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<tbody>
<tr>
<td>QAS 511</td>
<td>Quality Function Management &amp; TQM (3)</td>
</tr>
<tr>
<td>QAS 530</td>
<td>Statistical Quality for Service Professionals (3)</td>
</tr>
<tr>
<td>QAS 531</td>
<td>Customer Satisfaction &amp; Quality Assurance (3)</td>
</tr>
<tr>
<td>QAS 532</td>
<td>Q A for the Service Delivery Process (3)</td>
</tr>
</tbody>
</table>

For more information on scheduling for these courses please contact the MSQA program coordinator, Dr. Milton Krivokuca at (310) 243-3352 or by email at mkrivokuca@csudh.edu.