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.
# Quality Assurance Master of Science Online

## Scheduled Classes - Fall 2014

**Start date:** Sep 2  •  **Last day to register:** Aug 29  •  **Last day of class:** Dec 2, 2014

<table>
<thead>
<tr>
<th>Course</th>
<th>Title</th>
<th>Units</th>
<th>Fee</th>
<th>Instructor</th>
<th>Reg. No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>QAS 510.41</td>
<td>Advance Probability/Statistic&lt;br&gt; <strong>Requires 1 semester of college calculus</strong></td>
<td>3</td>
<td>$870</td>
<td>John Miller</td>
<td>42490</td>
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<tr>
<td>QAS 511.41</td>
<td>Quality Function Management &amp; TQM</td>
<td>3</td>
<td>$870</td>
<td>William Trappen</td>
<td>42492</td>
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<td>QAS 511.42</td>
<td>Quality Function Management &amp; TQM&lt;br&gt; <strong>QAS 511.41 must have 30 Students before students can enroll in QAS 511.42</strong></td>
<td>3</td>
<td>$870</td>
<td>Bhavan (Bob) Mehta</td>
<td>42493</td>
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<tr>
<td>QAS 513.41</td>
<td>Sta Quality Control Sampling&lt;br&gt; <strong>Requires completion of QAS 510</strong></td>
<td>3</td>
<td>$870</td>
<td>Dan Dunahay</td>
<td>42495</td>
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<tr>
<td>QAS 514.41</td>
<td>Advanced Experimental Design&lt;br&gt; <strong>Requires completion of QAS 510</strong></td>
<td>3</td>
<td>$870</td>
<td>Dan Dunahay</td>
<td>42496</td>
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<tr>
<td>QAS 515.41</td>
<td>Human Factors in Quality Assurance</td>
<td>3</td>
<td>$870</td>
<td>Jim Clauson</td>
<td>42506</td>
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<tr>
<td>QAS 515.42</td>
<td>Human Factors in Quality Assurance&lt;br&gt; <strong>QAS 515.41 must have 30 Students before students can enroll in QAS 515.42</strong></td>
<td>3</td>
<td>$870</td>
<td>David Vu</td>
<td>42510</td>
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<tr>
<td>QAS 516.41</td>
<td>Measurement and Testing Techniques&lt;br&gt; <strong>Requires completion of QAS 510</strong></td>
<td>3</td>
<td>$870</td>
<td>Emil Hazarian</td>
<td>42811</td>
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<td>QAS 518.41</td>
<td>Quality Project Management</td>
<td>3</td>
<td>$870</td>
<td>William Trappen</td>
<td>42515</td>
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<td>QAS 523.41</td>
<td>Software Reliability&lt;br&gt; <strong>Requires completion of QASS12</strong></td>
<td>3</td>
<td>$870</td>
<td>Catherine French</td>
<td>42515</td>
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<tr>
<td>QAS 530.41</td>
<td>Statistical Quality Control for Service</td>
<td>3</td>
<td>$870</td>
<td>Pam Dunahay</td>
<td>42522</td>
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<tr>
<td>QAS 531.41</td>
<td>Customer Satisfaction &amp; Quality Assurance</td>
<td>3</td>
<td>$870</td>
<td>Robert Spencer</td>
<td>42512</td>
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<tr>
<td>QAS 531.42</td>
<td>Customer Satisfaction &amp; Quality Assurance&lt;br&gt; <strong>QAS 515.41 must have 30 Students before students can enroll in QAS 515.42</strong></td>
<td>3</td>
<td>$870</td>
<td>James Capawana</td>
<td>42513</td>
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<tr>
<td>QAS 532.41</td>
<td>Quality Assurance for the Service Delivery Process</td>
<td>3</td>
<td>$870</td>
<td>Keith Fulton</td>
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<tr>
<td>QAS 598.41</td>
<td>Directed Research&lt;br&gt; <strong>(Must have 18 units of QAS course work and the GWAR completed)</strong></td>
<td>3</td>
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<td>Milton Krivokuca</td>
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<tr>
<td>QAS 599.41</td>
<td>Thesis/Project&lt;br&gt; <strong>(Requires completion of QASS598S)</strong>&lt;br&gt; <strong>(Must have 18 units of QAS course work and the GWAR completed)</strong></td>
<td>3</td>
<td>$870</td>
<td>Milton Krivokuca</td>
<td>42532</td>
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<tr>
<td>QAS 600.41</td>
<td>Graduate Continuation Course</td>
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<td>$150</td>
<td>Milton Krivokuca</td>
<td>42535</td>
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<tr>
<td>QAS 495.41</td>
<td>Mathematics for Quality Assurance&lt;br&gt; <strong>Class Dates: Oct 7 - Dec 2, 2014</strong>&lt;br&gt; <strong>Last day to register: Oct 3</strong></td>
<td>1</td>
<td>$290</td>
<td>John Miller</td>
<td>42587</td>
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For more information: 310-243-3880  •  email: msqa@csudh.edu  •  http://www.csudh.edu/msqa
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 in conducted online through Cal State Online using a course management platform.

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.

For More Information:
(310) 243-3880 • email: bsqa@csudh.edu • www.csudh.edu/bsqa

BSQA Scheduled Internet Classes - Fall 2014 - Session 1

<table>
<thead>
<tr>
<th>Course</th>
<th>Title</th>
<th>Units</th>
<th>Prerequisite</th>
<th>Fee</th>
<th>Instructor</th>
<th>Reg. No.</th>
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<tbody>
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<td>QAS 200.55</td>
<td>Fundamentals of Quality</td>
<td>3</td>
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<td>$1,500</td>
<td>David Vu</td>
<td>42632</td>
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<td>QAS 330.55</td>
<td>Statistical Quality Control and Inspection</td>
<td>MAT 131, QAS 200, and QAS 220</td>
<td>$1,500</td>
<td>Pamela Dunahay</td>
<td>42651</td>
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<td>QAS 347.55</td>
<td>Dimensional Metrology</td>
<td>3</td>
<td>PHY 132, QAS 200, and QAS 220</td>
<td>$1,500</td>
<td>Emil Hazarian</td>
<td>42654</td>
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<tr>
<td>QAS 427.55</td>
<td>Quality Improvement</td>
<td>3</td>
<td>QAS 330 only, for students in Measurement Science Option, and QAS 330 and QAS335 for students in regular program.</td>
<td>Minoo Hosseini</td>
<td>42663</td>
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BSQA Scheduled Internet Classes - Fall 2014 - Session 2

<table>
<thead>
<tr>
<th>Course</th>
<th>Title</th>
<th>Units</th>
<th>Prerequisite</th>
<th>Fee</th>
<th>Instructor</th>
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<tr>
<td>QAS 220.55</td>
<td>Introduction to Measurement Science</td>
<td>3</td>
<td>QAS 312</td>
<td>$1,500</td>
<td>Craig Carpenter</td>
<td>42656</td>
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<td>QAS 335.55</td>
<td>Quality Auditing</td>
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<td>QAS 200</td>
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<td>42659</td>
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</table>

Subject to Occasional Changes
Quality Assurance Bachelor of Science

(Continued)

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.

Quality Certificates

The Program
Need certification in Quality Assurance, but don’t want to complete 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.

Certificate in Management Quality /Organizational Excellence
Quality Function Management & TQM QAS 511
Quality Project Management & Productivity QAS 518
Supplier Quality Assurance or QAS 526
Quality Measurement QAS 527
Certified Quality Manager / Organizational Excellence Preparation (capstone) NBOA 701

Certificate in Quality Engineering
Advanced Probability & Statistics QAS 510
Statistical Quality Control & Sampling QAS 513
Advanced Experimental Design QAS 514
Certified Quality Engineer Preparation (capstone) NBOA 702

Certificate in Quality Auditing
Quality Function Management & TQM QAS 511
ISO 9000 and the Audit Function QAS 525
Supplier Quality Assurance or QAS 526
Quality Measurement QAS 527
Certified Quality Auditor (capstone) NBOA 703

Certificate in Reliability Engineering
Advanced Probability & Statistics QAS 510
Reliability QAS 512

Certificate in Service Quality Assurance
Quality Function Management & TQM (3) QAS 511
Statistical Quality for Service Professionals (3) QAS 530
Customer Satisfaction & Quality Assurance (3) QAS 531
Q A for the Service Delivery Process (3) QAS 532

Certification in Service Quality Assurance

Courses required for the Certificate in Service Quality Assurance
Quality Function Management & TQM (3) QAS 511
Statistical Quality for Service Professionals (3) QAS 530
Customer Satisfaction & Quality Assurance (3) QAS 531
Q A for the Service Delivery Process (3) QAS 532

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

NBQA 701 Certified Quality Management / Organizational Excellence Exam Prep.

NBQA 704 Certified Reliability Engineer (CRE) Exam Preparation

NBQA 702 Certified Quality Engineer (CQE) Exam Preparation

NBQA 703 Certified Quality Auditor (CQA) Exam Preparation

NBQA 705 Certified Software Quality Engineer Exam Prep

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.