

Quality Assurance Degree Programs

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Quality Assurance Master of Science Online 

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

Leader in Quality Assurance Education

Online On Site

CSUDH offers a full range of educational opportunities in Quality ranging from degree programs and certificate programs to seminars on cutting edge topics. Learn how to apply Quality management methods to manufacturing and service enterprises from instructors who are professionals in Quality fields. All MSQA programs are available in-house at your site. Contact msqa@csudh.edu

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.

**Quality Assurance
Master of Science
Online** 

(continued)

Scheduled Classes -Spring 2010

First Day of Class: Jan 19, 2010

Last Day of Class: Apr 27, 2010

Last Day To Register for Spring Classes: Jan 15, 2010

Advanced Probability/Statistics

3 Units

Requires 1 semester of college calculus

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: John Miller

Course No.: QAS 510 Sec 41

Reg. No.: 21847

Quality Function Management & TQM

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: William Trappen

Course No.: QAS 511 Sec 41

Reg. No.: 21848

Statistical Quality Control & Sampling

3 Units

Requires completion of QAS510

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Dan Dunahay

Course No.: QAS 513 Sec 41

Reg. No.: 21849

Adv. Experimental Design

3 Units

Requires completion of QAS510

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Dan Dunahay


Course No.: QAS 514 Sec 41

Reg. No.: 21850

Human Factors in Quality Assurance

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Jim Clauson

Course No.: QAS 515 Sec 41

Reg. No.: 21851

Measurement and Testing Techniques

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Emil Hazarian

Course No.: QAS 516 Sec 41

Reg. No.: 21852

Quality Project Management

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: William Trappen

Course No.: QAS 518 Sec 41

Reg. No.: 21864

Supplier Quality Assurance

3 Units

Requires completion of QAS 511

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Milton Krivokuca

Course No.: QAS 526 Sec 41

Reg. No.: 21865

**Quality Assurance for the Service
Delivery Process**

3 Units

Requires completion of QAS 531

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Keith Fulton

Course No.: QAS 532 Sec 41

Reg. No.: 21866

"Lean Thinking"

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Gerald VerDuft

Course No.: QAS 535 Sec 41

Reg. No.: TBA

**"Evaluation and Outcome Analysis for
Healthcare Delivery"**

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Jim Clauson

Course No.: QAS 538 Sec 41

Reg. No.: TBA

"Good Manufacturing Practices"

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Nanette Monreal

Course No.: QAS 539 Sec 41

Reg. No.: TBA

Food & Drug Law

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Minoo Hosseini

Course No.: QAS 540 Sec 41

Reg. No.: TBA

"Risk Management"

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Barrett (Barry) Craner

Course No.: QAS 542 Sec 41

Reg. No.: TBA

Directed Research

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Robert Spencer

Course No.: QAS 598S Sec 41

Reg. No.: 21867

Must have 18 units of QAS course work and the GVAR completed before enrolling in this course.

Quality Assurance Master of Science Online

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Thesis/Project

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Thesis/Project Committee Members

Course No.: QAS 599 Sec 41

Reg. No.: 21868

Requires completion of QAS598S, the Graduate Writing Assessment Requirement (GWAR) & Apply to Graduate

Graduation Continuation Course

0 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$150

Instructor: Staff

Course No.: QAS 600S Sec 41

Reg. No.: 21869

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/On Site

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.

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 and a practical off-campus internship.
- 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. Admission requirements include:

- Minimum of 60 units and completion of all general education requirements of the California State University system with a 2.0 GPA
- Completion of one semester of college-level calculus
- TOEFL score of 550 (for students whose primary language of instruction was not English)

Students who do not meet these requirements can take courses in the BSQA program through Open University while completing the General Education units.

Scheduled Classes - Spring 2010

First Day of Class: Jan 19, 2010

Last Day of Class: Apr 27, 2010

Last Day To Register for Spring Classes: Jan 15, 2010

Fundamentals of Quality

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: David Vu


Course No.: QAS 200 Sec 41

Reg. No.: 21838

Fundamentals of Measurement

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Emil Hazarian

Course No.: QAS 220 Sec 41

Reg. No.: 21839

Interpretation of Technical Documentation

3 Units

Date: Jan 19 - Apr 27

Location: online 

Fee: \$675

Instructor: Craig Carpenter

Course No.: QAS 312 Sec 41

Reg. No.: 21840

**Quality Assurance
Bachelor of Science
& Quality Assurance
Bachelor of Science with
Measurement Science Option**

(continued)

Electrical Metrology

3 Units
Date: Jan 19 - Apr 27
Location: online ✓
Fee: \$675
Instructor: Emil Hazarian
Course No.: QAS 332 Sec 41
Reg. No.: 21841

Measurement Uncertainty

3 Units
Date: Jan 19 - Apr 27
Location: online ✓
Fee: \$675
Instructor: Emil Hazarian
Course No.: QAS 340 Sec 41
Reg. No.: 21842

Safety and Reliability

3 Units
Date: Jan 19 - Apr 27
Location: online ✓
Fee: \$675
Instructor: Dan Dunahay
Course No.: QAS 355 Sec 41
Reg. No.: 21843

Lean Manufacturing

3 Units
Date: Jan 19 - Apr 27
Location: online ✓
Fee: \$675
Instructor: Gerald VerDuft
Course No.: QAS 360 Sec 41
Reg. No.: 21844

Directed Research

3 Units
Date: Jan 19 - Apr 27
Location: online ✓
Fee: \$675
Instructor: Robert Spencer
Course No.: QAS 498S Sec 41
Reg. No.: 21845

Senior Project

3 Units
Date: Jan 19 - Apr 27
Location: online ✓
Fee: \$675
Instructor: Robert Spencer
Course No.: QAS 499S Sec 41
Reg. No.: 21846

Special Topics: Electrical Circuits

3 Units
Date: Jan 19 - Apr 27
Location: online ✓
Fee: \$675
Instructor: Emil Hazarian
Course No.: PHY 395 Sec 41
Reg. No.: *Replaces PHY 333*

To reach the Extended Education Registration office please call (310) 243-3741, fax (310) 516-3971, or by email at eereg@csudh.edu. The telephone number for Extended Education touchtone registration is (310)243-2000.

QAS course fees are \$225.00 per unit or \$675.00 for a three (3) unit course.

For further info: bsqa@csudh.edu
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.

Certificate in Management Quality /Organizational Excellence

Quality Function Management & TQM QAS 511
Quality Project Management & Productivity QAS 518
Supplier Quality Assurance QAS 526
or
Quality Measurement QAS 527
Certified Quality Manager / Organizational

Excellence Preparation (capstone) NBQA 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) NBQA 702

Certificate in Quality Auditing

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

Certificate in Reliability Engineering

Advanced Probability & Statistics QAS 510
Reliability QAS 512
Statistical Quality Control & Sampling QAS 513
Certified Reliability Engineer Preparation (capstone) NBQA 704

Certificate in Software Quality Engineering

Software Reliability QAS 523
Advanced Probability & Statistics QAS 510
Statistical Quality Control & Sampling QAS 513
Certified Software Quality Engineer NBQA 705

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

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.


For course descriptions go to:
<http://www.csudh.edu/msqa>

Online Classes

NBQA 701 Certified Quality Management / Organizational Excellence Exam Prep.


Date: Jan 5 - Mar 2
Location: online 
Fee: \$350
Instructor: Nanette Monreal
Course No.: NBQA 701 Sec 41
Reg. No.: 21871
Start date: Jan 5, 2010
Last day to register: Dec 23, 2009
Last day of class: Mar 2, 2010

NBQA 704 Certified Reliability Engineer (CRE) Exam Preparation


Date: Jan 5 - Mar 2
Location: online 
Fee: \$350
Instructor: Michael Falk
Course No.: NBQA 704 Sec 41

Reg. No.: 21872
Start date: Jan 5, 2010
Last day to register: Dec 23, 2009
Last day of class: Mar 2, 2010


NBQA 702 Certified Quality Engineer (CQE) Exam Preparation

Date: Mar 23 - May 11
Location: online 
Fee: \$350
Instructor: Catherine French
Course No.: NBQA 702 Sec 41
Reg. No.: 21873
Start date: Mar 23, 2010
Last day to register: Mar 19, 2010
Last day of class: May 11, 2010

NBQA 703 Certified Quality Auditor (CQA) Exam Preparation

Date: Mar 23 - May 11
Location: online 
Fee: \$350
Instructor: Bhagwan Ramnani
Course No.: NBQA 703 Sec 41
Reg. No.: 21874
Start date: Mar 23, 2010
Last day to register: Mar 19, 2010
Last day of class: May 11, 2010

NBQA 705 Certified Software Quality Engineer Prep

Date: Mar 16 - May 11
Location: online 
Fee: \$350
Instructor: William Harwood
Course No.: NBQA 705 Sec 41
Reg. No.: 21875
Start date: Mar 16, 2010
Last day to register: Mar 12, 2010
Last day of class: May 11, 2010

NEW!

Professional Biotechnology Project Management Certificate in Quality Assurance

The certificate is being jointly offered by the Divisions of Extended Studies at CSU Channel Islands, CSU Dominguez Hills and San Diego State University.

This graduate certificate focuses on the skills and tools required to successfully manage product development and quality assurance projects in the life sciences industry including medical device, pharmaceutical, and biopharmaceutical companies. Participants will learn the importance of leadership and effective communications in managing and implementing process changes and improvements, while complying with regulatory requirements.

Who Will Benefit

- Quality assurance, manufacturing and regulatory affairs professionals
- Scientists involved in research programs and product development in the life sciences industry

To earn this certificate, students must complete the following four courses: Quality Function Management and TQM, Regulatory Affairs & Ethics, Good Manufacturing Practices and Project Management. Courses are taught online to provide flexibility to working professionals.

Please note: Students should hold a bachelors degree to qualify for admission in the certificate program. A scientific or engineering background is also strongly desired.

For more information go to:
www.csubiocompass.org or call (619) 594-3954 email rbhathal@mail.sdsu.edu.