BUSINESS ADMINISTRATION SYSTEMS QUALITY MANAGEMENT CERTIFICATE

Program Description

The Business Administration Systems Program prepares students for a variety of careers in business. A core curriculum provides students with a foundation of knowledge applicable to any business career. The Business Administration Systems Program offers an Associate in Applied Science degree, diplomas and a variety of certificates in the areas of Accounting, Entrepreneurship, Finance, Financial Perspectives, General Business, Hospitality Management, Human Resource Management, Industrial Supervisor, Leadership, Management, Office Systems, Operations Management, Real Estate Management, Sales, Small Business Management, Team Leadership, Telecommunications Systems Management and Turf Grass / Landscaping Management. The Leadership Certificate enables the student to qualify for leadership positions, work effectively in teams, lead problem solving work groups, understand the conflict resolution processes and plan effectively.

List of Colleges

Ashland Community and Technical College, Big Sandy Community and Technical College, Southcentral Kentucky Community and Technical College, Elizabethtown Community and Technical College, Gateway Community and Technical College, Hazard Community and Technical College, Hopkinsville Community College, Jefferson Community and Technical College, Madisonville Community College, Maysville Community and Technical College, Owensboro Community and Technical College, Somerset Community College, Southeast Kentucky Community and Technical College and
West Kentucky Community and Technical College offer this certificate.

One of these colleges must be designated as your Home College. Even though the classes will be delivered by different KCTCS colleges, only the Home College will admit you and take care of all of your student service needs including advising, library services, billing, financial aid, etc.

Getting Started

Students may register for KCTCS online classes offered system wide directly at any KCTCS college. Individuals may also complete a "course inquiry" submit form through www.kyvc.org . KYVC course inquiries are submitted directly to the KCTCS Home College identified by the student. The student's chosen Home College processes the course inquiry either through formal admission procedures or class enrollment. Additional information about KCTCS admission requirements and college contacts may be accessed at http://www.kctcs.edu/en/Students/LearnByTerm.aspx.

BAS – Quality Management Certificate

Upon completion of this certificate, the graduate can:

1. Apply quality techniques to all functions of the management process.
2. Implement leadership models that maximize employee involvement and customer service.
3. Assess personal effectiveness and develop strategies for continuous personal improvement.
4. Apply statistical methods in a coherent plan to improve process quality.
5. Apply a systematic, data-oriented approach to managing quality and leading people.
6. Explain the different philosophies of total quality management.

Course Requirements

Here is a listing of the classes involved in this certificate. There may be additional courses that meet these requirements. Please check the current course catalog and online class schedule for additional information and offerings. The entire Associate in Applied Science degree may be completed online; however, some faculty may require proctored exams. Approved proctored sites are listed at http://www.kctcs.edu/en/Students/LearnByTerm.aspx under student services.

Quality Management

Course Prefix Required	Course Number	Course Title	Credit Hours
QMS	101	Introduction to Quality Systems	3
QMS	240	Statistics for Quality I	3
QMS	201	Customer Service Improvement Skills	3
QMS	202	Performance Management	3
MAT	150	College Algebra	3
		Total Credits	**15**

Helpful links:

APPLICATION: http://www.kctcs.edu/students/admissions/apply_online.aspx

CALENDAR: http://www.kctcs.edu/Students/LearnByTerm/Calendar.aspx

CONTACTS: http://www.kctcs.edu/Students/LearnByTerm/Learn_By_Term_Advisors/College_Contacts.aspx

COURSES: http://www.kctcs.edu/Students/LearnByTerm/Online_Courses.aspx

FINANCIAL AID: http://www.kctcs.edu/Students/Costs_and_Financial_Aid.aspx

GETTING STARTED: http://www.kctcs.edu/Students/LearnByTerm/Getting_Started.aspx

STUDENT TUTORIAL: http://www.kctcs.edu/Students/LearnByTerm/Tutorials.aspx

KCTCS COURSES AVAILABLE AT KYVC: http://kyvc.org/