

UNIVERSITY OF SOUTH FLORIDA

GRADUATE  
CERTIFICATE

**TOTAL QUALITY MANAGEMENT**  
FULLY ONLINE



**USF's Graduate Certificate in Total Quality Management**, offered fully online by the Department of Industrial & Management Systems Engineering, is for those who wish to document their achievement in the areas of quality. Professionals from industries such as manufacturing, health care, finance and government can benefit from this professional certificate program.

This certificate program teaches students how to integrate continuous improvement strategies in a global environment.

The curriculum includes coursework that covers Six Sigma, LEAN and statistical design models. Up to 12 hours of graduate certificate coursework may be applied to a graduate degree program with departmental approval.

[www.gradcerts.usf.edu](http://www.gradcerts.usf.edu)

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## Course Requirements (15 Semester Hours)

This fully online graduate certificate consists of five required courses. Students pursuing a graduate certificate will be required to meet the same academic requirements as those defined for degree-seeking students to remain in good standing.

### Select five courses from the following list:

- EIN 6936 - Benchmarking (3)
- ESI 6247 - Statistical Design Models (3)
- ESI 5236 - Reliability Engineering (3)
- EIN 5174 - Total Quality Management Concepts (3)
- EIN 6225 - Total Quality Management Seminar (3)
- EIN 6179 - Advanced TQM - Six Sigma (3)
- EIN 6178 - ISO 9000/14000 (3)
- EIN 6225 - Quality Assurance Plans (3)
- EIN 6936 - Engr. A LEAN Enterprise (3)

## Admission/Application Requirements

Applicants must hold a bachelor's degree from a regionally accredited institution. Please visit: [www.gradcerts.usf.edu/admissions.asp](http://www.gradcerts.usf.edu/admissions.asp) to download an application. In addition to the application forms please submit:

- Official transcripts
- A resume
- A 250-word letter of interest stating your objectives in pursuing this course of study

## Standardized Test Requirements

Standardized tests are not required.

## Tuition & Fees

For current rates, please see "Tuition and fees" on the Graduate Certificate web page for Total Quality Management at: <http://www.outrreach.usf.edu/gradcerts>.

## Registration Process

First, consult with the certificate program advisor and obtain an electronic course permit if necessary. Then, go to: <http://usfonline.admin.usf.edu>, the link to OASIS, USF's online registration system. Follow the directions given online.

## Time Limit

Contact department.

## Financial Aid

Non-degree seeking students are not eligible for financial aid. However, private student loans may be available. To inquire, please go to: <http://www.gradcerts.usf.edu/certinfo.asp?ccode=XSY>

## Application Process

For information on this or other Graduate Certificates, or to receive application materials, please visit: [www.gradcerts.usf.edu/admissions.asp](http://www.gradcerts.usf.edu/admissions.asp) or contact:

Office of Graduate Certificates  
University of South Florida  
4202 E. Fowler Ave., SVC1072  
Tampa, FL 33620-9951

Phone: (813) 974-2442  
Fax: (813) 974-7061

E-mail: [gradcerts@admin.usf.edu](mailto:gradcerts@admin.usf.edu)  
Web site: [www.gradcerts.usf.edu](http://www.gradcerts.usf.edu)

For more information about the College of Engineering certificates and degrees, follow the links on the Web at: [www.eng.usf.edu](http://www.eng.usf.edu).

For more details about master's or PhD programs, or to view the graduate catalog visit: [www.grad.usf.edu](http://www.grad.usf.edu) or call (813) 974-2846.

## Department Contact

Patricia Zarate, PhD  
Director, Engineering Management Program  
Industrial & Management Systems Engineering  
College of Engineering  
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[pzarate@usf.edu](mailto:pzarate@usf.edu)

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Program Assistant  
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All students who wish to pursue approved graduate certificates must be admitted to a corresponding area of study before a second graduate certificate course is completed.

These graduate certificate courses may be applied to a Master of Science in Engineering Management degree contingent upon departmental approval. The department also offers graduate certificates in Technology Management, Regulatory Affairs: Medical Devices and Systems Engineering.



### STATEMENT OF ACCREDITATION AND NON-DISCRIMINATION

*The University of South Florida is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools (SACS) to award degrees at the baccalaureate, master's, specialist, and doctoral levels, including the Doctor of Medicine.*

*Events, activities, programs and facilities of the University of South Florida are available to all without regard to race, color, marital status, sex, religion, national origin, disability, age, Vietnam or disabled veteran status as provided by law and in accordance with the university's respect for personal dignity.*