Font-line supervisors and managers are critical to organizational effectiveness and are essential personal in business and industry. The Quality Supervision certificate prepares learners to develop foundational and operational knowledge of the continuous process improvement and quality management function, including total quality management and quality management function, including total quality management, Six Sigma, Lean, Kaizen, 5s, and project management. Both theory and practice are explored in depth. Learners complete essential coursework and a final applied project in partnership with an actual organization’s continuous improvement and quality management strategies and initiatives.

**Program Learning Outcomes**

By completing this program, students will achieve the following learning outcomes.

- Apply effective diversity strategies in a global workplace.
- Demonstrate critical and analytical thinking skills.
- Practice professional behavior and interpersonal communication skills.
- Develop and implement change strategies.
- Demonstrate visionary leadership.
- Apply ethical marketing, management, and organizational theories.
- Apply human resource management practices.
- Plan, prepare, and deliver effective oral and written communications.
- Demonstrate financial management skills.
- Utilize current technology in the workplace.
- Apply customer-focused strategies.
- Apply continuous improvement strategies by exercising creativity and innovation.

**Graduation Requirements**

All Anoka Technical College students seeking an Associate in Applied Science (AAS), diploma, or certificate must meet the cumulative grade point average (GPA) of 2.0 or higher.

**Transfer Opportunities**

To see how credits from this program may transfer into other Anoka Technical College programs or into a program at another college, visit:

- Minnesota Transfer
- Anoka Technical College transfer student

**Industry Information**

The supervisory field covers all areas of the private and public sector. Business and industry consistently seek out qualified employees who can move into the supervisory ranks. Anoka Technical College’s Supervisory Management program prepares individuals to perform successfully as supervisors.

**Wage/Outlook/Advancement**

Wage information is available from the Minnesota Department of Employment and Economic Development.

**Start Dates**

Fall Semester.................................................................August
Spring Semester............................................................January

**Program Sequence**

<table>
<thead>
<tr>
<th>Semester</th>
<th>Course</th>
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<tbody>
<tr>
<td>Fall Semester</td>
<td>SMGT 1624  Quality Tools &amp; Creativity ........................................</td>
</tr>
<tr>
<td></td>
<td>SMGT 1626  Management of Safety ...............................................</td>
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<tr>
<td></td>
<td>SMGT 2600  Accounting for Non-Financial Managers ...........................</td>
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<tr>
<td>Spring Semester</td>
<td>SMGT 1628  Documentation/Written Communication Skills .....................</td>
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<td></td>
<td>SMGT 1630  Field Study III ......................................................</td>
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<td>SMGT 2602  Project Management/Problem Solving ...............................</td>
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<td></td>
<td>SMGT 2604  Leadership Development .............................................</td>
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</tbody>
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**Faculty Contact**

Nick Hockert...................................................................763-576-4195

For information on how to apply, to schedule a tour, or for service during summer hours, contact Enrollment Services at 763-576-7710 or EnrollmentServices@anokatech.edu

Also see: Supervisory Management AAS degree, Supervisory Leadership certificate, and Human Resources Development certificate

**Total Technical Credits**

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