

Total Quality Management in Education Certificate Program • *Certificate*

Why choose the Total Quality Management in Education Certificate Program?

The Advanced Certificate in Total Quality Management for Education is centered around the principles of total quality management (TQM) and the Malcolm Baldrige National Quality Award Criteria for Educational Programs. This comprehensive certificate is designed to provide an in-depth knowledge of TQM principles, the Baldrige Award Criteria, and an understanding of how to conduct an assessment using the Baldrige criteria. The focus of the four certificate courses is an understanding of the value that Baldrige brings to your organization and how to use the Baldrige Award Criteria for Education as a change management tool. With a focus on strategic goals and indicators, this certificate offers school leaders an approach to help guide district, school and classroom improvement planning.

This program can be used as part of the Career and Technical Education Doctorate program at Western Michigan University (<http://www.wmich.edu/fcs/cte/ctedoc.htm>).

Required Courses

Credit Hours

ECTE 650	Implementing TQM in EDUC	3
ECTE 655	Quality Improvement Practices	3
ECTE 660	Quality Management & Education	3
ECTE 665	Quality Metrics/Data Mgmt	3

*ECTE 650 is a prerequisite for the other courses in this certificate program.



More Information

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FERRIS STATE UNIVERSITY

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