

# The National Graduate School of Quality Management

## BACHELOR OF SCIENCE DEGREE COMPLETION PROGRAM



The Bachelor of Science Completion Program in Quality Systems Management (BSQSM) is designed as a “bridge” for those who possess an Associate’s degree to earn a Bachelor degree. The National Graduate School of Quality Management will also accept 60 to 75 credits in transfer from an approved college.

The curriculum consists of a 10 course, 30 credit, 2 semester program designed as an “integrated storyboard” developed after extensive consultation with diverse focus groups of prospective employers, organizational leaders and quality practitioners. Up to 30 credits may be awarded for experiential learning from work experience and accomplishments. The BSQSM degree requires a total of 120 credits. A distinguishing feature of the program is the team-based, work-related, business project. In order for a student to graduate, the projects' supervisor or “champion” must validate and formally attest to the school that results have been achieved.

Enrollees must have an Associate degree (or 60 credits that include the lower-level, freshman and sophomore “core” courses). Students also need 30 credits to be awarded for experiential learning from work experience and accomplishments. Up to 15 upper level credits can be utilized towards the experiential portion of the acceptance process.

### **B.S. Degree Requirements (120 credits)**

|   |                 |
|---|-----------------|
| Associate Degree (or equivalent)                                    | - 60 credits    |
| BS Program Courses  | - 30 credits    |
| Experiential Learning Portfolio (up to an additional 15-30 credits) | - 15-30 credits |
|   | <hr/>           |
|   | 120 credits     |

### **Accreditation:**

NGS is accredited by the New England Association of Schools and Colleges, Inc. through its Commission on Institutions of Higher Education. Inquiries regarding the accreditation status by the New England Association should be directed to the administrative staff of the institution. Individuals may also contact: Commission on Institutions of Higher Education, New England Association of Schools and Colleges

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Certified to operate by the State Council of Higher Education for Virginia (SCHEV).

The administration and faculty welcome and are accustomed to students whose work or public sector responsibilities require flexibility. Students begin their studies in cohort groups at any time that there is sufficient enrollment and continue straight through to degree completion. The School is noted for its iron-clad guarantee that a program, once launched will provide students with the courses they need to complete their degrees without interruption. Employers hire, promote, and recruit NGS graduates because of their extraordinary practice-based knowledge and their proven ability to achieve accelerated, tangible results. NGS is the nation’s only accredited school of business that requires demonstrated results as a graduation prerequisite.

The program is offered in “cohort” format. **The purpose of the BSQSM is:**

- To provide students, particularly working adults and other non-traditional students, the opportunity to finally finish their Bachelor Degree with education that will empower them to make rapid contributions to private, public and military sector organizations;
- To engage students in a rigorous, exciting, challenging, theoretical and practical learning experience in a specialized curriculum that is uniquely centered in both management sciences and quality systems, predicated on a teamwork approach, and incorporating a business project that requires measurable results;
- To maintain highly qualified faculty who possess quality-related work experience as well as appropriate educational credentials;
- To provide students with the resources needed to interact with others clearly and effectively;
- To impart and demonstrate to students the aligned relationship of a management quality systems theme to ethical behavior;
- To introduce students to the principles and practices of quality assurance, process efficiency, and customer satisfaction as integral functions in successful business systems.

### FOR MORE INFORMATION

Contact Karen DiGloria, by phone at  
800.838.2580 ext. 125, by email at  
[info@ngs.edu](mailto:info@ngs.edu), or via our website at  
[www.ngs.edu](http://www.ngs.edu).

For information on financial aid, contact  
[financialaid@ngs.edu](mailto:financialaid@ngs.edu)

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### **EDU 301: Best Practices for Undergraduate Education**

The course covers the basic terminology and principles of Quality Systems Management and it applies these concepts to situations in both the public and private sectors (government agencies and businesses). The course explains why the Quality Process (Total Quality Management) is indeed the future of Homeland Security and Defense. Without Quality, there is no way to plan for Homeland Security or to justify the enormous resource expenditures required, financial and otherwise. Without Quality, there is no way to evaluate the impact of Homeland Security efforts. Quality means measuring success against objective and quantifiable standards, something which is essential to the future of Homeland Security groups and programs. (3 credits)

### **QSM350: Bachelor's Business Project I**

This course introduces the institution-wide emphasis on work-related projects. The scope is limited to that of comparable senior year projects. Emphasis is placed on understanding the NGS methodology for project completion, e.g. champion and guiding coalition. Students will be required to consult regularly with their learning advisors during the course. (3 credits)

### **QSM 381: Introduction to Strategic Planning**

Quality Systems Management principles and best practices are introduced as they relate to planning for and designing QSM systems for practical application. Emphasis is on basic definitions, methods and barriers to strategic planning. Students will also be introduced to implementation strategies learned from business organizations. (3 credits)

### **QSM 340: Performance Based Management Introduction**

The course introduces the principles and best practices of quality systems management. The emphasis is on building an understanding of effective operational excellence through the practical implementation of quality systems management principles. Diverse case studies from disparate organizations that apply QSM principles are used for the purposes of discussion. The course encourages students to apply the theoretical principles to their own work and to consider how organizational processes may be improved. Student teams will be formed for the duration of this course to complete certain assignments. (3 credits)

### **EDU 338: Bachelor's Project Development I**

This course introduces new Bachelor of Science degree students at the National Graduate School of Quality Management to the college's programs that lead to degrees in Quality Systems Management and Homeland Security & Defense. The material is a combination of ideas, principles, and practical advice designed to assist students in making a quick transition from the every day working world to the demanding academic environment of study, analysis, discussion, and communication. (3 credits)

\*Not available in MA

### **EDU 401: Introduction to Research & Data Analysis**

NGS has a tradition of advancing knowledge in Quality Systems through "action" research, which is research based on active investigation surrounding the specific graduate level project. This course requires research which supplements course-specific assignments in NGS undergraduate programs. This course ensures that student research regarding projects extends beyond the required reading in other courses. It also ensures that the lessons learned from that extended reading and research is captured through annotated bibliographies of materials directly connected to the team project. The faculty supervisor facilitates that research through periodic reports and electronic review of team progress by designated faculty members. (3 credits)

### **QSM 358: Introduction to Benchmarking**

This course introduces benchmarking strategies, presents benchmarking principles and leads students to make practical applications to their Bachelor's Business Project. Topic basics include comparative performance benchmarking, performance benchmarking, and process flow comparisons. (3 credits)

### **QSM 475: Introduction to Financial Systems Management**

This course surveys financial approaches utilized by organizations. Case studies illustrate the successful application of the models introduced and the reasons for change. (3 credits)

### **QSM 408: Special Topics in Quality Management**

This course introduces the principles of process management to undergraduates. The emphasis is on building an *understanding* of the skills needed to manage a process, lead a Kaizen event and facilitate and sustain an improvement project. Diverse case studies are used for the purposes of discussion. Students are guided by faculty through specific reading assignments and submissions, in-class or synchronous discussion where applicable. The course encourages students to apply the theoretical principles to their own work and to consider how organizational processes may be improved. (3 credits)

### **QSM362: Bachelor's Business Project II**

This course continues the institution-wide emphasis on established performance measures in work-related projects. The measures are driven by actual work experience and guided by NGS methodology on what constitutes a verifiable performance measure. Emphasis is placed on applying the NGS methodology to the completion of the project and progress assessment. (3 credits)

*Sequence of Courses and Curriculum are subject to change*

