

QUALITY ASSURANCE CERTIFICATE PROGRAM AT BERGEN COMMUNITY COLLEGE

FALL 2010

Bergen Community College has partnered with North Jersey and Metropolitan Sections of the American Society for Quality to provide our businesses and business professionals up to date training in quality systems and regulatory issues.

NEW

CD 525 Certified Six Sigma Green Belt (CSSGB)

22 sessions; \$550

001, Tue./Fri.; September 14-November 30, 2010

(no class 11/26)

Hours: 6:00-8:30 p.m.

Location: TBA

Instructor: Carl Perini

Six Sigma Quality is the key to success in today's competitive world.

This is true of manufacturing and service organizations as well as educational, governmental, and not-for-profit sectors.

Six Sigma Green Belts are employees who spend some of their time on process improvement teams. The Six Sigma Green Belt analyzes and solves quality problems, and is involved in six sigma, lean, and other quality improvement projects. Cross functional Six Sigma teams use the DMAIC approach: DEFINE, MEASURE, ANALYZE, IMPROVE, CONTROL. Six Sigma Green Belts are in increasing demand, and often go on to become Six Sigma Black Belts. This ASQ course gives you the knowledge needed to serve as a Green Belt on a Process Improvement Team. This ASQ course references the American Society for Quality Six Sigma Green Belt Body of Knowledge, uses Green Belt materials from the Quality Council of Indiana, and is taught by an ASQ Certified Six Sigma Black Belt. Graduates receive continuing education units and may be eligible to sit for the new ASQ CSSGB Exam. This course prepares you for taking the American Society for Quality (ASQ) Six Sigma Green Belt Quality Certification Exam in December.

NEW

CD 526 Process Control for the Service Industry

22 session; \$550

001, Mon//Th; September 13-December 2, 2010

Hours 6:30 to 8:30 p.m.

Location: TBA

Instructor: Carl Perini

This course introduces the student to the practical and effective implementation of continual improvement using process behavior analysis for consistent output that is on-target with minimum variation. The techniques covered in this course will be useful to all functions within the service industries. This includes traditional areas of implementation such as quality control, performance testing, research & development; as well as more recent successes in sales, marketing & customer service functions where an accelerating number of case histories are available for study. Process Behavior Analysis goes beyond traditional statistical process control by providing a comprehensive management system that progresses the advantages of Walter Shewhart's classical method of understanding process variation to satisfy the demanding business requirements of the twenty-first century. The student will be strongly encouraged to analyze data from everyday work situations.

NEW

CD 527 Certified Quality Auditor

10 sessions \$300

001, Tue; September 14-November 16, 2010

Hours 6:00-9:00 p.m.

Location: TBA

Instructor: Joel Schwartzman

The certified quality auditor review centers on the ASQ Body of Knowledge to help prepare the student for the ASQ Certified Quality Auditor examination. Topics discussed include audit terms and definitions, phases of audits, corrective action closure, the new auditing ISO Standard 19011, and the review of the application of some basic quality tools and techniques such as control charts, sampling plans and quality costs.

NEW

CD 529 Quality Improvement Associate Certification – CQIA

13 sessions; \$375

001, Mon.; September 13-December 6, 2010

Hours: 6:00-9:00 p.m.

Location: TBA

Instructor: Samir Joshi

This course introduces the student to the basics of quality systems and their implementation. It covers the history of Quality Systems & Processes, Statistical Processes used to control Variation, Teams, Roles & Responsibility, Decision Making, Continuous Improvement, Problem Solving, Process Control and Customer-Supplier Relationships. The certified Quality Improvement Associate review centers on the ASQ Body of Knowledge to help prepare the student for the ASQ certification examination. This preparatory course covers the entire Body of Knowledge to ensure the student is familiar with all required material and is better able to understand how to apply quality standards and technical concepts in support of inspection activities.

NEW

CD 528 Software Quality Engineer (CSQE)

22 sessions \$550

001, Mon/Wed. September 13-December 1, 2010

(no class 10/11, 11/24)

Hours: 6:00-9:00 p.m.

Location: TBA

Instructor: Susan Smarth

This course provides a comprehensive background in modern Software Quality Engineering, including Basic SQA concepts, practical SQA methods, the Software Capability Maturity Model, and selected technical topics. The course is suitable for both new and experienced SQA professionals. Topics: • Hardware vs. Software Quality • What constitutes "Good" Software? • Software Quality Activities • Software Testing Strategies • Software Development Paradigms • Modern SW Standards and the CMM/CMMI • Software Requirements Definitions and Review • Ensuring Good Software Design & Code • Practical SW Configuration Management • Software Metrics & Reliability • Defining the SQA Processes (Policies, Procedures) • ISO 9000 Standards/Guidelines for Software Quality • Strategies for an Effective SQA Program.

NEW**CD 530 Excel for Quality Control**

15 sessions; \$375

001, Wed; September 8-December 22, 2010

Hours: 6:00-9:00 p.m.

Location: TBA

Instructor: Judith Fitzpatrick, Ph.D.

Become proficient in Quality Assurance uses of spreadsheets and learn how to create graphs of numerical data. Topics include: formulas, entering & editing data; sorting data, format and filter data, and other toolbar functions. Prerequisite: Basic PC skills.

NEW**CD 532 Certified Quality Engineer (CQE) Review**

22 sessions \$550

001, Mon./Th; September 13-December 2, 2010

(no class 11/25)

Hours: 6:00-9:00 p.m.

Location: TBA

Instructor: Michael A. Parrillo

This course helps prepare the student for the ASQ Certified Quality Engineer examination. It offers a detailed review of the body of knowledge which is covered in this examination. The amount of material covered is extensive: Prospective students are expected to have a firm basic background in most areas of Quality Engineering. Topics: • Quality Management Techniques • Quality Systems • Advanced Statistical Methods • Probability Sampling Principals • Planning and Control Techniques • Quality Improvement Techniques • Basic Statistical Concepts • Quality Audits • Measurements • Statistical Applications • Reliability and Risk Management.

NEW**CD 531 Computer System Validation Specialist Certification (CSVAC)**

15 sessions; \$375

001, Mon; September 13-December 20, 2010

Hours: 6:00-9:00 p.m.

Location: TBA

Instructor: Oleg Trigub

This course will provide you a detailed breakdown of the health authority requirements for computer system validation (CSV) and key processes for meeting those requirements.

Computer system validation is required by government health authorities, such as the FDA. Specifically, the FDA regulation 21 CFR Part 11, Electronic Records/Electronic Signatures, requires regulated computer systems to be validated, if these systems create, modify, maintain, archive, retrieve, or transmit electronic records. What you will learn: • What is Computer System Validation (CSV) • Why CSV is necessary • What goes wrong in CSV • Who participates in CSV • What are the CSV processes and procedures • What is risk analysis and system categorization • What is vendor auditing • What documentation deliverables are required.

Instructor Bios:

Mr. Perini has over fifteen years of experience with quality management system initiatives such as ISO 9001, in a broad number of high technology industries including pharmaceutical, microelectronics, polymers & chemicals, aerospace & telecommunications, as well as all aspects of electrical & mechanical assembly. He served as the chief Materials & Process Engineer for the design, production, and integration of the electronic payload employed on the GPS satellite system. He has run successful continual improvement programs using process behavior analysis that have resulted in sustainable cost benefit along with enhanced operational productivity. Currently he is a member on the Corporate Quality staff of International Specialty Products, Wayne NJ, and Chairperson of the ASQ North Jersey Education Committee. His degrees include an MS in Organic Chemistry from Adelphi University and BA in Chemistry & Education from Queens College CUNY. He is a senior member of ASQ and has the following certifications: CQA & CSSBB.

Mr. Schwartzman is an independent senior consultant who specializes in quality management system auditing. He holds a BS degree in Chemistry from LIU and an MBA in Management from FDU. Prior experience at FDA, Warner-Lambert, Airwick and KPMG included positions as FDA Inspector, FDA Analyst, Method Development Chemist, Quality Engineering Manager, Plant QC Manager, QA Director and ISO 9000 Auditor. He currently holds certifications as a CQE, CQA and RABSQA Senior Lead Auditor. He is a member of the North Jersey ASQ section, where he previously held positions as President, Treasurer, and Program Chair and currently is a member of the Spring Quality Conference planning committee. He has taught the CQT, CQE, CQA, CQM and ISO 9000 refresher classes for the North Jersey section. Material for each class is supplemented with examples that he has accumulated during his working career.

Mr. Parrillo has over twenty years in medical device and industrial manufacturing sectors, serving as Manager of Technical Services, Manufacturing Manager, and Quality Assurance Manager. He is a Senior Member of the American Society for Quality (ASQ) and holds ASQ Certifications as; Quality Engineer, Reliability Engineer, Six Sigma Black Belt, Six Sigma Green Belt, Manager of Quality/Organizational Excellence, Quality Auditor.

Mr. Trigub has 18 years of direct experience in the pharmaceutical and defense industries in compliance quality assurance and information technology quality control units. He is proficient in computer systems validation, SDLC methodologies, GMP, GLP, GCP, 21 CFR Part 11, and PDMA and is (ASQ) certificated in Software Quality Engineering (CSQE). His degrees include an MS in Telecommunication Management from the Stevens Institute of Technology and BE in Electrical Engineering from the City College of New York (CCNY) of City University of New York (CUNY).

Mr. Joshi has over 7 years of experience in Information Technology and Quality Assurance in Life Science industry. He is an active member of American Society for Quality(ASQ) and Project Management Institute(PMI). He has over 20 industry certifications including ASQ Certified Quality Auditor and Certified Quality Improvement Associate. His degrees include an MS in Electrical Engineering from Fairleigh Dickinson University and Bachelor of Science in Electronics and Telecommunication from Mumbai University.