



Mount Wachusett  
Community College

**August 21<sup>st</sup> - September 28<sup>th</sup>**  
**Tuesday- Friday**  
**4:00PM- 9:30PM**

**LOCATION:**  
MWCC, Devens Campus  
27 Jackson Road  
Devens, MA 01434



# QUALITY TECHNICIAN TRAINING

## OVERVIEW

The Quality Technician Training (QTT) Program provides 120 hours of training to prepare students for careers in a variety of business sectors, including medical device manufacturing, biopharmaceutical processing, service industries, etc.

**PROGRAM COSTS COVERED FOR AGES 17-29!**

## COURSE CONTENT

- Quality Systems
- Measurement/Inspection
- Root Cause/CAPA
- Lean Six Sigma

## CERTIFICATION

Upon completion, students have the potential to earn a nationally recognized credential through the American Society for Quality (ASQ) Six Sigma Yellow Belt (CSSYB), or the Certified Quality Inspector (CQI).

## CAREER OPPORTUNITIES

Students completing the program are prepared to seek positions requiring knowledge of continuous improvement techniques and an understanding of the tools used to have a positive impact on an employer's bottom line. Positions include **Inspector/Packer, Production Associate, Quality Analyst, Quality Inspector, Regulatory Associate and Document Control Specialist.**

## FAQs

**Am I a good fit for the Quality program?**

*Speak with a MWCC Career Development Coach or Career Center Case Manager to determine whether the training is a good fit for you.*

**How do I pay?** *No cost for eligible participants. Other arrangements available.*

**How long is the training?** *The training encompasses 120-hours in the classroom and is typically offered in a 6-week format. Other formats may be available as well.*

**I am over the age of 29 but very interested in the program, can I still sign up?** *Speak with the Career Development Coach at MWCC to determine eligibility and potential next steps.*

978-632-6600 | [mwcc.edu](http://mwcc.edu)  
AA/EEO Institution

This program is sponsored by a \$4 million grant from the U.S. Department of Labor, Employment and Training Administration. The MassAMTC program is an Equal Opportunity program. Federal Award ID No HG-29355-16-60-A-25.

Contact MWCC Career  
Development Coach

978-630-9883

[mwcc.edu/manufacturing](http://mwcc.edu/manufacturing)

# Quality Technician Training

The Quality Technician Training (QTT) Program provides 120 hours of training to prepare students for careers in a variety of business sectors, including medical device manufacturing, biopharmaceutical processing, service industries, etc.

Content Area	Overview
<b>Quality Management Systems and Compliance Auditing</b>	<ul style="list-style-type: none"><li>• ISO 9001:2015, ISO 13485:2016 and FDA Current Good Manufacturing Practices are discussed in detail.</li><li>• Survey of auditing practices and how to conduct internal audits.</li></ul>
<b>Metrology Concepts</b>	<ul style="list-style-type: none"><li>• Students will be introduced to measurement fundamentals, calibration, accuracy and precision.</li><li>• Hands-on training using measurement tools following industry practices and examples.</li><li>• Sampling plans and inspection methods will be covered.</li></ul>
<b>Data Analysis</b>	<ul style="list-style-type: none"><li>• Students will be provided a general review of shop math.</li><li>• Statistical Process Control (SPC) principles will be presented. Students will gain an understanding of control charting, evaluating trends and using data analysis to make decisions and support continuous improvement efforts.</li><li>• Students will participate in exercises using Excel and Minitab to explore data analysis and result reporting.</li></ul>
<b>Problem Solving and Continuous Improvement</b>	<ul style="list-style-type: none"><li>• Root Cause Analysis (problems solving) will be covered in detail. Commonly used methods such as DMAIC or 8D and common tools such a fishbone diagram and 5-whys will be demonstrated for use in evaluating situations leading toward solutions.</li><li>• Corrective Action and Preventive Actions (CAPA) as required by ISO and FDA will be presented.</li><li>• Students will learn and participate in Validation, the structured method of documenting and demonstrating process and products function as intended.</li></ul>
<b>Professional Practices - Lean Six Sigma</b>	<ul style="list-style-type: none"><li>• Lean manufacturing focusses on the elimination of waste, whereas Six Sigma focusses on the elimination of defects. How these philosophies function within the quality system will be discussed.</li><li>• Throughout the course professional practices (team building, communication, conflict resolution, ethics, confidentiality, etc.) will be presented in the workplace context.</li></ul>

## CERTIFICATION

Students successfully completing the program are prepared to sit for a nationally recognized credential: American Society for Quality (ASQ) Six Sigma Yellow Belt (CSSYB) or the Certified Quality Inspector (CQI). The ASQ certification exam selected will depend upon individual participant education and experience.