



QUALITY MANAGEMENT  
&  
PERFORMANCE IMPROVEMENT

*Certificate of Participation*

*awarded to*

*Benhür Ökten*

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*for the successful completion of all requirements of the Certificate Program in Quality Management & Performance Improvement by the University of Wisconsin-Milwaukee.*

*M. Akdere*

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Dr. Mesut AKDERE  
Associate Professor  
School of Education  
UW-Milwaukee

A handwritten signature in black ink, appearing to read "Alan R. Shoho".

Prof. Dr. Alan R. Shoho  
Dean  
School of Education  
UW-Milwaukee