



ASQ Certified Manager of Quality/Organizational Excellence Refresher



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Meirc
Training & Consulting

Why Attend

Become the quality expert for your organization. The Certified Manager of Quality/Organizational Excellence (CMQ/OE) professional is ready to make the right quality related decisions at any level of the organization. This is a certification exam preparation or refresher course and is presented in a way that reinforces current knowledge, re-introduces applications that may not be used every day, explains the rationale for use, and highlights both multiple choice and constructed response sample questions. Also, participants will receive course materials and a copy of the CMQ/OE handbook: fourth edition.

Course Methodology

This is not an introductory course but one that is intended for those planning to sit for the certified quality manager exam. However, the topics are covered in such sufficient detail so that people with little advanced knowledge of the concepts will be able to master them with practice.

Each topic is presented in a practical, easy to follow manner that emphasizes the practical application of the tools covered. Participants will be given the opportunity to practice tools during the course as well as with optional homework exercises. A comprehensive manual, designed for use as an exam reference book, is provided to each attendee which provides a review of exam topics as well as several sample exams.

Course Objectives

By the end of the course, participants will be able to:

- Review the body of knowledge in preparation for the ASQ CMQ/OE examination
- Apply the components of the Body of Knowledge (BOK) to further focus their preparation efforts
- Explain, through discussions, the main concepts in each of the BOK elements
- Refine their thinking approach in preparation for the 'constructed response' section of the examination
- Practice sample tests

Target Audience

Individuals who desire to reinforce their skills, knowledge, and capacity to understand the CMQ/OE body of knowledge in preparation for taking the ASQ Certified Manager of Quality/Organizational Excellence examination.

Target Competencies

- Quality improvement and management
- Problem solving
- Organizational leadership
- Team building
- Strategy development and deployment
- Process management
- Measurement: assessment and metrics
- Training and development
- Managing people and processes
- Communication
- Project management
- Quality system and quality models

Note

Pre-work assignments are an important part of this course and attendees are expected to complete the assignments prior to the start of the first class. This course is a refresher and due to time limitations, it is not intended to cover all the components of the Body of Knowledge (BOK) in great depth. Taking this course does not constitute, nor imply, the successful passing of the ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE) examination. The 'Certified Manager of Quality/Organizational Excellence' book (by R. Westcott) will be used as the main handbook for training and will be provided to participants on the first day.

Course Outline

- Introduction: course materials, practice questions and Bloom's taxonomy



- Body of knowledge, preparation tips, suggestions for more effective test taking
- Organizational leadership, teams strategy development and deployment
 - Leadership styles
 - Teams and team building techniques
 - Change management
- Strategic plan development and deployment
 - Strategic planning models
 - Business environment analysis
 - Strategic plan deployment
 - Organizational performance measurement
- Management elements and methods
 - Principles of management
 - Management theories, styles and tools
 - Human resources management
 - Financial management
 - Risk management
 - Communication skills and abilities
 - Project management
 - Project documentation
 - Quality system
 - ISO and other third party standards
 - Other quality methodologies
 - Quality philosophies
- Quality and process management tools
 - The seven classic quality tools
 - Mapping the process
 - Analyzing the process
 - Innovation and creativity tools
 - Lean tools
 - Theory of Constraints (TOC)
 - Basic statistical use
 - Statistical analysis
 - Process capability
 - Qualitative assessment
- Customer focused organizations
 - Customer identification and segmentation
 - Internal and external customers
 - Customer needs and voice of the customer
 - Customer satisfaction and loyalty
 - Basic customer service principles
- Supply chain management
 - Supplier selection and communications
 - Supplier performance and improvement
 - Supplier certification, partnership and alliances
- Training and development
 - Training needs analysis and plans
 - Training material design and delivery
 - Training effectiveness and evaluation



Associations

American Society for Quality (ASQ) : Meirc is an approved training provider in the region for the American Society for Quality (ASQ), the world leading authority on quality. With more than 100,000 members worldwide, ASQ advances learning, quality improvement and knowledge exchange to improve business results and create better workplaces and communities. Meirc's association with ASQ is indicative of our joint commitment to support ASQ in its mission in this region. We cover topics on several quality-related topics such as six sigma green belts, lean principles and preparation for the certified Manager of Quality/ Organization Excellence.



Meirc Professional Certificate (MPC)

MPC certified courses by Meirc Training & Consulting are designed for those willing to challenge themselves and go the extra distance. Participants who fully attend an MPC course and successfully complete the test on the last day, will receive a Meirc Professional Certificate (MPC), in addition to the one they receive for full attendance. MPC certificates are regionally recognized and can be quite valuable when applying for more senior roles within the organization or outside.



Fees: US\$ (including coffee breaks and a buffet lunch daily)

Per participant - 2019

US\$ 5100

Fees + VAT as applicable

UAE Tax Registration Number 100239834300003

Participants attending this course will receive:

- 20+ FREE e-templates and sheets on quality tools and applications
- 30 days FREE MINITAB License

Taking this course does not constitute nor imply the successful passing of the Certified Manager of Quality/ Organizational Excellence examination. There is NO exam at the end of the course. The actual ASQ exam is to be arranged by the participant with ASQ directly. Dates and locations are advised by ASQ.

For more information please visit:

www.asq.org

CEUs available: 1.9



Courses in Quality and Productivity

Dates	Course Name	Language	Location	Fees
18 - 22 Aug, 2019	Lean Thinking: A Strategy for Operational Excellence	English	Dubai	US\$ 4800
25 - 29 Aug, 2019	Total Quality Management (TQM): Tool Box for Continual Improvement	Arabic	Dubai	US\$ 4800
1 - 5 Sep, 2019	Simplification of Work Processes and Procedures	English	Dubai	US\$ 4800
8 - 12 Sep, 2019	ASQ Approved Lean Six Sigma Green Belt	English	Dubai	US\$ 5100
15 - 19 Sep, 2019	Process Management: Mapping and Improvement	English	Dubai	US\$ 4800
22 - 26 Sep, 2019	Total Quality Management (TQM): Tool Box for Continual Improvement	Arabic	Dubai	US\$ 4800
13 - 17 Oct, 2019	Certified Six Sigma Yellow Belt	English	Dubai	US\$ 5100
20 - 24 Oct, 2019	Certified Quality Management Professional	English	Dubai	US\$ 5100
27 - 31 Oct, 2019	Simplification of Work Processes and Procedures	Arabic	Riyadh	US\$ 4800
10 - 14 Nov, 2019	ASQ Approved Lean Six Sigma Green Belt	English	Dubai	US\$ 5100
17 - 21 Nov, 2019	Improving Productivity through Quality Enhancement and Cost Reduction	English	Dubai	US\$ 4800
24 - 28 Nov, 2019	Total Quality Management (TQM): Tool Box for Continual Improvement	English	Dubai	US\$ 4800
1 - 5 Dec, 2019	Certified Quality Management Professional	Arabic	Dubai	US\$ 5100
8 - 12 Dec, 2019	Process Management: Mapping and Improvement	English	Dubai	US\$ 4800
15 - 19 Dec, 2019	Certified Lean Six Sigma Green Belt	English	Dubai	US\$ 5100
22 - 26 Dec, 2019	Simplification of Work Processes and Procedures	Arabic	Dubai	US\$ 4800



Meirc Timeline

