

€ TRAINING

Certified Manager Of Quality/Organizational
Excellence Certification Preparation





Certified Manager Of Quality/Organizational Excellence Certification Preparation

Introduction:

This course targets those planning to sit for the Certified Quality Manager exam. However, the topics are covered sufficiently so that people with little advanced knowledge of the concepts can 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 and with optional homework exercises. A comprehensive manual, designed as an exam reference book, is provided to each attendee, reviewing exam topics and several sample exams.

Course Objectives:

At the end of this course the 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.

Unit 1: Introduction: Course Materials, Practice Questions, and Bloom's Taxonomy

- Body of knowledge, preparation tips, and suggestions for more effective test-taking

Unit 2: Organizational Leadership, Team Strategy Development, and Deployment

- Leadership styles
- Teams and team-building techniques
- Change management

Unit 3: Strategic Plan Development and Deployment

- Strategic planning models
- Business environment analysis
- Strategic plan deployment
- Organizational performance measurement

Unit 4: 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

Unit 5: 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

Unit 6 :Customer-focused Organizations

- Customer identification and segmentation
- Internal and external customers
- Customer needs and the voice of the customer
- Customer satisfaction and loyalty
- Basic customer service principles

Unit 7 :Supply Chain Management

- Supplier selection and communications
- Supplier performance and improvement
- Supplier certification, partnerships, and alliances

Unit 8:Training and Development

- Training needs analysis and plans
- Training material design and delivery
- Training effectiveness and evaluation