

# ASQ Certified Manager of Quality/Organizational Excellence Refresher

## 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

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