

Certified Manager of Quality/Organizational Excellence (CMQ/OE) Refresher/Preparation CP350

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RU: 2.4

Prerequisites: None

Abstract:

The Certified Manager of Quality/Organizational Excellence is a professional who leads and champions process-improvement initiatives—everywhere from small businesses to multinational corporations—that can have regional or global focus in a variety of service and industrial settings.

A Certified Manager of Quality/Organizational Excellence facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement.

The Certified Manager of Quality/Organizational Excellence should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk and employ knowledge management tools and techniques in resolving organizational challenges.

Taking this course does not require you to sit for the next exam or any exam. This course can be used to learn the fundamental elements that a Quality Manager should know and be prepared to implement.

Classroom Approach to the Class and Exam

This is an adult centered course for busy professionals. The class is intended to provide practice, review, and discussion on the ASQ Body of Knowledge.

This course is presented in a way that:

- reinforces current knowledge
- re-introduces applications that may not be used every day and explains the rationale for use
- highlights typical sample questions, both multiple-choice and constructed responses that are likely to be on the exam

This course is a refresher and, due to time limitations, may not cover all the components of the Body of Knowledge thus additional reading is typically required to be fully prepared for the exam.

A course textbook and handouts are included in the course fee.

Who should attend?

- Anyone who wants to sit for the CMQ/OE examination

- Manufacturing and Services Vice-Presidents and Managers, Healthcare Administrators, Education Superintendents and all others that want to have the knowledge and skills to be an effective Manager of Quality and/or Organizational Excellence

Certification Note:

Registration and fees for this class do not include registration for any certification examination. Registration deadlines are usually prior to the commencement of the class. If you are interested in taking the ASQ – CQE Certification Examination, please go to www.asq.org and click on Certification.