

Certified Manager Of Quality/Organizational Excellence Certification Preparation (ASQ CMQ/OE)

Course outline

1. Leadership
 - Organizational Structures
 - Leadership Challenges
 - Teams and Team Processes
 - ASQ Code of Ethics
2. Strategic Plan Development and Deployment
 - Strategic Planning Models
 - Business Environment Analysis
 - Strategic Plan Deployment
3. Management Elements and Methods
 - Management Skills and Abilities
 - Communication Skills and Abilities
 - Project Management
 - Quality System
 - Quality Models and Theories
4. Quality Management Tools
 - Problem-Solving Tools
 - Process Management
 - Measurement: Assessment and Metrics
5. Customer-Focused Organizations
 - Customer Identification and Segmentation
 - Customer Relationship Management
6. Supply Chain Management
 - Supplier Selection and Approval
 - Supplier Risk Management
 - Supplier Communications
 - Supplier Performance
 - Supplier Improvement
 - Supplier Certification, Partnerships, and Alliances
 - Supplier Logistics and Material Acceptance

7. Training and Development

- Training Plans
- Training Needs Analysis
- Training Materials, Development, and Delivery
- Training Effectiveness and Evaluation