



## HR Quality Management

### Course Description:

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.

### The Training Course will be highlight?

This CMQ/OE certification preparation course 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, candidates will receive course materials and a copy of the CMQ/OE Handbook: Fourth Edition.

## Training Objective:

**By the end of this course delegates 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

## Who should attend?

Quality Managers, Quality Assurance Engineers and Officials, Project Managers, Production Managers, Production Supervisors, Product Engineers, Inspectors, Line Leaders, Production Operators, Those with responsibility for implementing quality management systems, Those with an interest in quality management systems, those starting their career in quality management, Corporate Managers, Executive Managers, Senior Managers, Middle Managers, Junior Managers, Human Resource Managers, Board of Directors, Entrepreneurs, 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..

## Training Methods?



**This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;**

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

## Course Outline:

### Introduction

- Body of knowledge
- Preparation tips
- Suggestions for more effective test taking

### Organizational Leadership, Teams Strategy Development & Deployment

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

### Strategic Plan Development & Deployment

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

### Management Elements & 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 & 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 & Development

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