

# € TRAINING

Certified Manager of Quality Organizational  
Excellence ASQ CMQ OE

A group of four smiling business professionals (three men and one woman) are seated at a table in a meeting room. They are all wearing white shirts. The woman in the foreground is wearing a black top and a multi-strand necklace. The background is a bright, modern office environment.

16 - 20 September 2024  
Amsterdam (Netherlands)



# Certified Manager of Quality Organizational Excellence ASQ CMQ OE

REF: A2342 DATE: 16 - 20 September 2024 Venue: Amsterdam (Netherlands) - Fee: 5565 Euro

## Introduction:

This program is designed to prepare participants for the certification exam only.

The ASQ CMQ/OE training program prepares candidates for the CMQ/OE certification exam, covering quality management principles and organizational excellence frameworks. Successful completion of it equips individuals to lead quality initiatives and drive organizational excellence.

## Program Objectives:

At the end of this program, the participants will be able to:

- 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.

## Target Audience:

- Quality management professionals aiming to enhance their skills and obtain the ASQ CMQ/OE certification.
- Managers and leaders responsible for driving quality improvement and organizational excellence initiatives within their organizations.
- Individuals seeking to advance their careers in quality management and demonstrate proficiency in leading organizational excellence efforts.
- Quality consultants and advisors guiding organizations in achieving and maintaining excellence in their operations.

## Program Outlines:

### Unit 1:

#### Quality Management Principles:

- Overview of quality management fundamentals.
- Understanding of quality philosophies and frameworks.

- Application of quality tools and techniques.
- Principles of customer focus and stakeholder management.
- Integration of quality management into organizational processes.

## Unit 2:

### Organizational Excellence Frameworks:

- Introduction to organizational excellence models e.g., Baldrige Criteria, EFQM.
- Understanding criteria for assessing organizational performance.
- Application of excellence frameworks in various industries.
- Alignment of organizational goals with excellence criteria.
- Implementation strategies for organizational improvement.

## Unit 3:

### Strategic Planning for Quality and Excellence:

- Development of strategic quality plans aligned with organizational objectives.
- Integration of quality considerations into strategic planning processes.
- Setting measurable quality objectives and targets.
- Implementation of strategies for effective communication and deployment.
- Evaluation and continuous improvement of strategic quality plans.

## Unit 4:

### Continuous Improvement Methodologies:

- Overview of continuous improvement principles and methodologies.
- Application of Lean, Six Sigma, and other improvement tools.
- Conducting process assessments and identifying improvement opportunities.
- Implementation of improvement projects and initiatives.
- Measurement and evaluation of improvement outcomes.



## Unit 5:

### Leadership and Change Management:

- Understanding the role of leadership in quality management.
- Strategies for leading quality improvement initiatives.
- Effective change management techniques for organizational excellence.
- Building a culture of quality and continuous improvement.
- Leadership development and coaching for quality excellence.
- Preparation for the exam.

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