



Quality Management & Operational Excellence

Certified Quality Manager (CQM)

Course Introduction

This course is designed to equip professionals with the knowledge, skills, and strategic mindset required to achieve the **CMQ/OE certification**. Participants will gain an in-depth understanding of quality management principles, leadership in organizational excellence, and key methodologies for continuous improvement. The program focuses on ASQ's CMQ/OE Body of Knowledge, ensuring readiness for the certification exam.

Target Audience

- Quality Managers, Directors, and Executives.
- Process Improvement Specialists and Quality Engineers.
- Professionals preparing for the **CMQ/OE certification**.
- Individuals responsible for organizational performance and continuous improvement.

Learning Objectives

By the end of this course, participants will be able to:

- Understand the CMQ/OE Body of Knowledge and certification exam structure.
- Apply leadership and strategic planning principles to drive organizational excellence.
- Utilize quality management tools and techniques for problem-solving and decision-making.
- Implement process improvement methodologies, including Lean and Six Sigma.
- Manage customer relationships and stakeholder engagement effectively.
- Develop and implement quality systems to enhance operational efficiency.
- Prepare for the CMQ/OE certification exam with confidence.

Course Outline

• 01 DAY ONE

- Overview of the CMQ/OE certification and exam structure.
- Leadership principles and strategic alignment in quality management.
- Organizational culture, change management, and ethical considerations.

• 02 DAY TWO

- Vision, mission, and strategic planning models.
- Risk management and business continuity.
- Performance measurement and benchmarking.

• 03 DAY THREE

- Root cause analysis and problem-solving methodologies.
- Statistical process control (SPC) and data-driven decision-making.
- Lean, Six Sigma, and continuous improvement frameworks.

• 04 DAY FOUR

- Customer relationship management (CRM) and voice of the customer (VOC).
- Supplier management and quality assurance in the supply chain.
- Compliance, regulations, and risk management.

• 05 DAY FIVE

- Quality management systems (ISO, Baldrige, EFQM).

- Auditing, compliance, and process evaluation.
- Exam-taking strategies, sample questions, and review session.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 13, 2025	April 17, 2025	5 days	4250.00 \$	Qatar - El Doha
July 21, 2025	July 25, 2025	5 days	4950.00 \$	Italy - Rome
Nov. 23, 2025	Nov. 27, 2025	5 days	4250.00 \$	KSA - Jeddah