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**Course Name**

# Certified Quality Manager (CQM)

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**Sector Name**

Quality Management & Operational Excellence

**Document Type**

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## 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.

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## Certified Quality Manager (CQM)

### 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.

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## Certified Quality Manager (CQM)

### Learning Objectives

- ✓ 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.

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## Certified Quality Manager (CQM)

### 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.

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## Certified Quality Manager (CQM)

### Course Outline

#### ✓ 02 DAY TWO

**Vision, mission, and strategic planning models.**

- ✓ Risk management and business continuity.
- ✓ Performance measurement and benchmarking.

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## Certified Quality Manager (CQM)

### Course Outline

#### ✓ **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.

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### Course Outline

#### ✓ 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.

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### Course Outline

#### ✓ 05 DAY FIVE

##### **Quality management systems (ISO, Baldrige, EFQM).**

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

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## Certified Quality Manager (CQM)

### Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 15, 2027	March 19, 2027	5 days	4250.00 \$	UAE , Dubai
July 27, 2026	July 31, 2026	5 days	4950.00 \$	Italy , Rome
Nov. 29, 2026	Dec. 3, 2026	5 days	4250.00 \$	KSA , Jeddah
April 19, 2026	April 23, 2026	5 days	4250.00 \$	Qatar , Doha

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