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Course Name

Certified Quality Manager (CQM)

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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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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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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Course Outline

✓ 02 DAY TWO

Vision, mission, and strategic planning models.

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

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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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✓ 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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✓ 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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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 15, 2027	March 19, 2027	5 days	4250.00 $	UAE , Dubai
Aug. 2, 2027	Aug. 6, 2027	5 days	4950.00 $	Italy , Rome
Nov. 29, 2026	Dec. 3, 2026	5 days	4250.00 $	KSA , Jeddah
April 25, 2027	April 29, 2027	5 days	4250.00 $	Qatar , Doha

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