PR & Media · PR441

Certified Manager Quality & Organisational Excellence

Duration	Category	Ref
1 Week	**PR & Media**	**PR441**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

The Certified Manager Quality & Organisational Excellence (CMQ/OE) programme is designed to prepare professionals to lead organisational excellence and quality improvement initiatives across various industries and operational environments. The programme focuses on developing the leadership, strategic planning, process management, and quality management competencies required to improve organisational performance and operational efficiency.

This comprehensive programme equips participants with the practical knowledge and tools necessary to support strategic deployment, manage quality systems, improve customer and supplier relationships, analyse organisational risks, and drive continuous improvement initiatives. It also prepares professionals to successfully apply the principles outlined in the CMQ/OE Body of Knowledge (BOK) while enhancing their ability to solve organisational challenges and support business excellence.

Course Objectives

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

- Understand and apply the CMQ/OE Body of Knowledge (BOK).
- Develop and deploy organisational quality and excellence strategies.
- Lead teams and support organisational change initiatives effectively.
- Apply quality management systems and continuous improvement methodologies.
- Utilise problem-solving, process management, and quality measurement tools.
- Improve customer satisfaction and organisational performance.
- Analyse financial situations, operational risks, and process challenges.
- Apply Lean, process improvement, and quality control techniques.
- Manage supplier relationships and supply chain quality requirements.
- Design and evaluate training and organisational development initiatives.

Target Audience

- Quality Managers and Quality Assurance Professionals

- Operational Excellence Managers
- Process Improvement Specialists
- Project Managers
- Operations and Production Managers
- Supply Chain and Procurement Professionals
- Continuous Improvement Teams
- Risk and Compliance Professionals
- Supervisors and Team Leaders
- Professionals Preparing for the CMQ/OE Certification

Course Outlines

Day 1

Organisational Leadership and Strategic Planning

- Organisational structures and leadership roles
- Leadership styles and leadership challenges
- Team management and team-building techniques
- Change management principles
- Strategic planning models and frameworks
- Business environment analysis
- Strategic plan deployment
- Organisational performance measurement
- ASQ Code of Ethics

Day 2

Management Systems and Quality Fundamentals

- Management skills and communication techniques
- Principles of management and organisational behaviour
- Human resources management
- Financial and risk management fundamentals
- Project management and project documentation
- Quality systems and quality standards
- ISO standards and compliance requirements
- Quality methodologies and philosophies
- Continuous improvement principles

Day 3

Quality and Process Management Tools

- Problem-solving techniques and quality tools
- Process mapping and process analysis
- Measurement, assessment, and performance metrics
- The seven classic quality tools
- Innovation and creativity techniques
- Lean management tools
- Theory of Constraints (TOC)
- Basic statistical analysis and process capability
- Qualitative and quantitative assessment methods

Day 4

Customer Focus and Organisational Excellence

- Customer identification and segmentation
- Internal and external customer management
- Voice of the Customer (VOC)
- Customer satisfaction and loyalty strategies
- Customer service excellence principles
- Customer Relationship Management (CRM)
- Organisational excellence practices
- Service quality improvement initiatives

Day 5

Supply Chain Quality and Training Management

- Supply chain management principles
- Supplier selection and evaluation
- Supplier performance improvement
- Supplier certification and partnerships
- Logistics and material acceptance processes
- Training needs analysis and development planning
- Training material design and delivery
- Evaluating training effectiveness
- Building a culture of continuous learning and excellence

Ask us for a date for this course

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