

ASQ Certified Manager of Quality – Organizational Excellence Refresher Training

Description

Introduction

Who should attend:

Individuals who desire to reinforce their skills, knowledge, and capacity to understand the Certified Manager of Quality/ Organizational Excellence Body of Knowledge in preparation for taking the ASQ Certified Manager of Quality/Organizational Excellence Examination.

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Objectives

- Review the Body of Knowledge in preparation for the ASQ Certified Manager of Quality/Organizational Excellence 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.
- Practice sample tests.
- This course is designed and developed by ASQ’s Quality Management Division. The course is presented in a way that reinforces current knowledge, re-introduces applications that may not be used every day, explains the rationale for use,
- and highlights sample questions, both multiple choice and constructed response.

NOTE 1: This course has pre-course reading assignments along with a practice test. Evening homework is also assigned during the course.
NOTE 2: The Certified Manager of Quality/Organizational Excellence book (By R. Westcott) will be used as the main handbook for training and will be provided to participants on the first day.

Content

Introduction: Course Materials, Practice Questions and Bloom’s Taxonomy

- Body of Knowledge, Preparation Tips, Suggestions for More Effective Test-Taking

Organizational Leadership, Teams Strategy Development and Deployment

- Leadership Styles
- Teams and Team Building Techniques
- Change Management

Strategic Plan Development and Deployment

- Strategic Planning Models
- Business Environment Analysis
- Strategic Plan Deployment
- Organizational Performance Measurement

Management Elements and Methods

- Principles of Management
- Management Theories, Styles and Tools
- Human Resources Management
- Financial Management
- Risk Management
- Communication Skills and Abilities
- Project Management
- Project Documentation
- Quality System
- ISO and Other Third-Party Standards
- Other Quality Methodologies
- Quality Philosophies

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Quality and Process Management Tools

- The Seven Classic Quality Tools
- Mapping the Process
- Analyzing the Process
- Innovation and Creativity Tools
- Lean Tools
- Theory of Constraints (TOC)
- Basic Statistical Use
- Statistical Analysis
- Process Capability
- Qualitative Assessment

Customer-Focused Organizations

- Customer Identification and Segmentation
- Internal and External Customers

- Customer Needs – Voice of the Customer
- Customer Satisfaction and Loyalty
- Basic Customer Service Principles

Supply Chain Management

- Supplier Selection and Communications
- Supplier Performance and Improvement
- Supplier Certification, Partnership and Alliances

Training and Development

- Training Needs Analysis and Plans
- Training Material Design and Delivery
- Training Effectiveness and Evaluation

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