# Certified Manager of Quality and Organizational Excellence (CMQ/OE) Training Course



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Sharm El-Sheikh

4100 € (Per Person)

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## Course Introduction / Overview:

This comprehensive Certified Manager of Quality and Organizational Excellence (CMQ/OE) Training Course, offered by BIG BEN Training Center, is meticulously designed to equip professionals with the advanced knowledge and practical skills required to lead and champion quality and excellence initiatives within any organization. Participants will delve into the core principles of quality management systems, strategic quality planning, and continuous improvement methodologies, gaining a holistic understanding of how to drive operational excellence. The program covers essential aspects such as performance measurement and management, process optimization techniques, and quality assurance best practices, ensuring a thorough grasp of modern quality practices. Drawing inspiration from pioneers like W. Edwards Deming, whose seminal work "Out of the Crisis" revolutionized modern quality thinking, this program goes beyond theoretical concepts to provide actionable strategies for achieving sustainable organizational excellence. It emphasizes data-driven decision making, effective leadership in quality, and the application of robust problem-solving tools, crucial for navigating complex business environments. The course covers everything from risk management in quality and customer satisfaction strategies to the implementation of global quality standards and the Baldrige Excellence Framework. Through interactive sessions and real-world case studies, participants will master the art of fostering a strong quality culture, enhancing stakeholder engagement, and ensuring regulatory compliance in quality, preparing them for significant contributions to their organizations' success and competitive advantage.

## Target Audience / This training course is suitable for:

- Quality Managers.
- Operations Managers.
- Process Improvement Specialists.
- Continuous Improvement Leaders.
- Project Managers.
- Team Leaders.
- Supervisors.
- Consultants in Quality and Business Excellence.
- Professionals aspiring to CMQ/OE certification.
- Anyone involved in driving organizational performance.

## Target Sectors and Industries:

- Manufacturing and Production.
- Healthcare and Pharmaceuticals.
- Financial Services and Banking.
- Information Technology and Software Development.
- Automotive and Aerospace.
- Energy and Utilities.
- Telecommunications.
- Retail and Consumer Goods.
- Logistics and Supply Chain.
- Government Agencies and Public Sector Organizations.
- Education and Research Institutions.
- Service Industries.

## Target Organizations Departments:

- Quality Assurance and Control.
- Operations and Production.
- Process Improvement and Excellence.
- Strategic Planning.
- Research and Development.
- Customer Service.
- Human Resources.
- Supply Chain Management.
- Risk Management.
- Compliance and Regulatory Affairs.
- Project Management Office.
- Information Technology.

## Course Offerings:

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

- Implement advanced quality management systems effectively.
- Lead continuous improvement methodologies like Lean and Six Sigma.
- Develop and deploy strategic quality planning initiatives.
- Utilize data-driven decision making for process optimization.
- Foster a strong quality culture and enhance employee engagement.
- Conduct thorough quality audits and assessments.
- Apply robust problem-solving tools to address organizational challenges.
- Manage risks and ensure regulatory compliance in quality.
- Drive customer satisfaction and loyalty through quality initiatives.
- Prepare confidently for the CMQ/OE certification examination.
- Benchmark best practices for organizational excellence.
- Integrate quality principles into overall business strategy.

## Course Methodology:

The Certified Manager of Quality and Organizational Excellence (CMQ/OE) Training Course at BIG BEN Training Center employs a dynamic and interactive methodology designed to maximize learning and practical application. Our approach integrates a blend of theoretical instruction with extensive hands-on activities, ensuring participants not only understand concepts but can also apply them effectively in their professional roles. The training heavily features real-world case studies, allowing participants to analyze complex quality challenges and develop strategic solutions, mirroring actual business scenarios and promoting critical thinking in quality management systems. Group discussions and collaborative teamwork exercises are central to the methodology, fostering peer learning and diverse perspectives on continuous improvement methodologies and organizational excellence strategies. Interactive sessions encourage active participation, critical thinking, and immediate feedback, reinforcing key learnings in areas such as process optimization techniques, data-driven decision making, and strategic quality planning. Role-playing and simulations provide a safe environment to practice leadership in quality and the application of robust problem-solving tools. Furthermore, the course incorporates practical workshops on quality auditing, performance measurement, and risk management, enabling participants to develop tangible skills for driving sustainable excellence within their organizations.

## Course Agenda (Course Units):

### Unit One: Foundations of Quality and Organizational Excellence

- Introduction to quality management concepts and principles.
- Evolution of quality thinking and key pioneers.
- Defining organizational excellence and its strategic importance.
- Quality management frameworks and models.
- Strategic planning for quality and excellence.
- Understanding customer focus and stakeholder needs.
- Ethical considerations and social responsibility in quality.

### Unit Two: Leadership, People, and Process Management

- Leadership's pivotal role in driving quality and excellence.
- Building and sustaining a robust quality culture.
- Employee empowerment, engagement, and development strategies.
- Team dynamics, collaboration, and effective communication.
- Process management and continuous improvement methodologies.
- Process mapping, analysis, and reengineering techniques.
- Supplier quality management and strategic partnerships.

### Unit Three: Measurement, Analysis, and Knowledge Management

- Performance measurement and key performance indicators (KPIs).
- Data collection, analysis, and interpretation for quality improvement.
- Statistical process control (SPC) fundamentals and applications.
- Problem-solving tools and techniques, including the 7 QC tools.
- Root cause analysis methods and corrective actions.
- Knowledge management for organizational learning and innovation.
- Information technology and digital transformation in quality management.

## Unit Four: Continuous Improvement and Innovation

- Lean principles, waste reduction, and value stream mapping.
- Six Sigma methodology, DMAIC cycle, and project selection.
- Kaizen events and rapid continuous improvement initiatives.
- Benchmarking for best practices and competitive advantage.
- Innovation management and its integration with quality.
- Change management strategies for successful implementation.
- Project management for quality improvement initiatives.

## Unit Five: Quality Systems, Auditing, and Strategic Deployment

- Quality management systems (QMS) and ISO 9001 standards.
- Quality auditing principles, practices, and auditor competencies.
- Risk management and mitigation strategies in quality.
- Regulatory compliance and adherence to industry-specific quality standards.
- Baldrige Excellence Framework and organizational self-assessment.
- Strategic deployment of quality initiatives and performance reviews.
- Sustaining excellence and future trends in quality management.

## FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

### Something to think about:

How can organizations effectively balance the pursuit of operational efficiency with the imperative for innovation, ensuring that quality management systems foster rather than hinder future growth and adaptability in a rapidly changing global market?

## What unique qualities does this course offer compared to other courses?

This Certified Manager of Quality and Organizational Excellence (CMQ/OE) Training Course distinguishes itself through its holistic and deeply practical approach, moving beyond mere theoretical frameworks to deliver actionable insights for real-world impact. Unlike many programs that focus solely on isolated tools or techniques, BIG BEN Training Center emphasizes the strategic integration of quality management systems with overall business objectives, fostering a pervasive culture of continuous improvement and organizational excellence. The course uniquely blends rigorous academic principles, drawing from the legacies of quality pioneers, with contemporary industry best practices and real-world case studies, ensuring immediate applicability across diverse sectors. Participants will not just learn about process optimization techniques or data-driven decision making; they will engage in immersive scenarios that challenge them to lead change, manage risks, and drive customer satisfaction in complex, dynamic environments. We prioritize developing robust leadership in quality, equipping managers with the critical thinking and interpersonal skills necessary to champion quality initiatives and build high-performing teams. This program's strength lies in its comprehensive coverage, from foundational quality concepts to advanced strategic deployment, preparing participants not just for certification but for genuine, impactful contributions to their organizations' sustainable success and competitive advantage.