BLACKBIRD FOR TRAINING

Certified Manager of Quality Organizational Excellence (CMQ/OE)

14 – 18 June 2027
Lisbon (Portugal)

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Ref: 3255238_335704 **Date:** 14 – 18 June 2027 **Location:** Lisbon (Portugal) **Fees:** 5200 GBP

Introduction

In today's highly competitive business environment, organizations require leaders who can champion quality and drive excellence across all levels. The Certified Manager of Quality/Organizational Excellence CMQ/OE credential, offered by ASQ, validates professionals with advanced knowledge in quality management principles, leadership, strategic planning, and continuous improvement.

This intensive 1-week preparation course is designed for professionals aiming to achieve the CMQ/OE certification. It provides a comprehensive review of the Body of Knowledge BoK through a blend of lectures, case studies, practical exercises, and mock exams. Participants will gain the expertise and confidence required to pass the exam and apply quality leadership principles effectively within their organizations.

Course Objectives

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

- Understand the role of a CMQ/OE in leading quality initiatives and driving organizational excellence.
- Apply leadership, strategic planning, and change management techniques effectively.
- Design, implement, and audit Quality Management Systems QMS aligned with international standards.
- Develop performance measurement frameworks that align with organizational strategy.
- Apply continuous improvement methodologies such as Lean, Six Sigma, and TQM.
- Utilize advanced quality tools for root cause analysis and problem-solving.
- Strengthen exam readiness through mock tests and practice questions based on ASQ's CMQ/OE exam structure.

Course Outlines

Day 1: Leadership & Strategic Management

- Role of the Certified Manager of Quality in organizational leadership.
- Leadership models, principles, and ethics.
- Strategic planning and deployment vision, mission, values.
- Change management and organizational culture.
- Case study: Quality leadership in action.

Day 2: Quality Management Systems & Excellence Models

- Introduction to QMS ISO 9001, Baldrige, EFQM.
- Documentation, standardization, and process management.
- Auditing, compliance, and certification processes.
- Benchmarking and best practices in organizational excellence.
- Practical exercise: Internal audit simulation.

Day 3: Customer, Stakeholders & Performance Measurement

- Voice of the Customer VOC and customer-focused excellence.
- Stakeholder and supplier relationship management.
- Performance measurement: KPIs, dashboards, Balanced Scorecard.
- Linking performance results to strategic goals.
- Workshop: Designing effective KPIs.

Day 4: Continuous Improvement & Quality Tools

- Lean, Six Sigma, Kaizen, and TQM principles.
- Problem-solving methodologies: PDCA & DMAIC.
- Quality tools: Pareto, Ishikawa Fishbone, FMEA, control charts.
- Risk management and decision-making in quality improvement.
- Group activity: Root cause analysis simulation.

Day 5: Exam Preparation & Mock Test

- Review of ASQ's CMQ/OE Body of Knowledge.
- Test-taking strategies for multiple-choice and situational questions.
- Full-length mock exam 100 questions.
- Group debrief and feedback.
- Developing a personal action plan for exam success.

Why Attend This Course: Wins & Losses!

- Practical Training: Learn real-world applications of quality leadership and continuous improvement.
- Exam Focused: Structured to align with ASQ CMQ/OE exam domains, including practice tests.
- Specialized Knowledge: Gain advanced expertise in leadership, QMS, performance measurement, and continuous improvement.
- Career Opportunities: Earning CMQ/OE certification positions professionals for senior leadership roles in quality, process excellence, and organizational development.

Conclusion

This preparation program equips professionals with the tools, knowledge, and confidence to excel in the ASQ CMQ/OE certification exam. Beyond exam readiness, the course empowers participants to become impactful leaders capable of designing and implementing effective quality strategies, improving processes, and fostering organizational excellence.