

Certified Manager of Quality Organizational Excellence
(CMQ/OE)

Kigali (Rwanda)

16 - 20 November 2026

UK Training

PARTNER



Certified Manager of Quality Organizational Excellence (CMQ/OE)

Code: QM32 From: 16 - 20 November 2026 City: Kigali (Rwanda) Fees: 4200 Pound

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 5-day 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.

The logo for UK Training Partner features the text 'UK Training' in a small, black, sans-serif font above the word 'PARTNER' in a large, bold, black, sans-serif font. The background of the logo is a stylized chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in gold and silver, set against a backdrop of concentric circles.

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.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER'.

Blackbird Training Clients

 MANNAI CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D'EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 Waltersmith Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFAS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK Gulf Bank Kuwait	 General Organization for Social Insurance KSA
 Defence Space Administration Nigeria	 National Industries Group (Holding) Kuwait	 Hamad Medical Corporation Qatar	 USAID Pakistan	 STC STC Solutions, KSA
 North Oil Company North Oil company,	 EKO EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN,	 Authority for Electricity Regulation, Oman Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Sustainability, ESG & Corporate Responsibility
Advanced Courses
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training