



CHICAGO
Training & Consultancy

CMQ/OE®

ASQ Certified Manager of Quality / Organizational Excellence



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The CMQ/OE is a professional who leads and champions process-improvement initiatives—everywhere from small businesses to multinational corporations—that can have regional or global focus in a variety of service and industrial settings.

A CMQ/OE facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement.

The CMQ/OE should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk and employ knowledge management tools and techniques in resolving organizational challenges.

Who Should Attend

This is a highly recommended program for all quality management professionals, viz., Quality Manager, QA/QC Engineer, Quality Assurance Manager, ISO Auditors, etc., or anyone who leads, manages or supports quality improvement programs.

Exam Eligibility

10 years of on-the-job experience in one or more of the areas of the Certified Manager of Quality/Organizational Excellence Body of Knowledge. If you have:

- Diploma from a technical or trade school - one year will be waived
- Associate degree - two years waived
- Bachelor's degree - four years waived
- Master's or doctorate - five years waived

Course Content

Leadership

- Organizational Structures and Culture
- Leadership Challenges
- Teams and Team Processes
- Types of teams
- ASQ Code of Ethics

Strategic Plan Development and Deployment

- Strategic Planning Models
- Business Environment Analysis
- Strategic Plan Deployment

Management Elements and Methods

- Management Skills and Abilities
- Communication Skills and Abilities
- Project Management
- Quality System
- Quality Models and Theories

Quality Management Tools

- Problem-Solving Tools
- Process Management
- Measurement: Assessment and Metrics
- Statistical analysis

Customer-Focused Organizations

- Customer Identification and Segmentation
- Customer Relationship Management

Supply Chain Management

- Supplier Selection
- Supplier Communications
- Supplier Performance
- Supplier Improvement
- Supplier Certification, Partnerships, and Alliances
- Supplier Logistics

Training and Development

- Needs Analysis
- Training Materials/Curriculum Development and Delivery
- Training Effectiveness and Evaluation



Chicago Training and Consultancy (CTC) is an

independent company established to provide high quality training and consultancy services to individuals and organizations of all sizes within the private and public sector. Through our expert trainers and consultants, we provide our customers tools and techniques they need to become more effective. Our consultancy services involve the identification and cross-fertilization of best practices, analytical techniques, change management and skills, technology implementations, strategy development, and operational improvement. Our trainers, consultants, and partners encompass a broad spectrum of backgrounds, skills, and experience. Their expertise, combined with our own dedication to delivering personalized training and services allows us to work in many different industries.

Chicago Training and Consultancy is a PMI® Registered Global Education Provider; AACETI® Approved Education Provider; and IMA® authorized CMA learning system course provider, Authorized Training Center of Basel Certification Institute, and Education Partner of NCMA.

Chicago Training & Consultancy is a collaborative training provider of Continuing Education Department of University of Wisconsin-Platteville, USA, an Approved Provider of Professional Development Programs of Franklin University, Columbus, Ohio, USA, and a “Host Training Site” for the University of Cincinnati NIOSH Education and Research Center.

Chicago Training & Consultancy offers a variety of certificate and professional development programs in today’s most in-demand disciplines: Project Management, Six Sigma, Contract Management, IS Security, Business Analysis, IT Service Management/ITIL®, Business Intelligence, Human Resources, Leadership, Finance, and Accounting.

Why Chicago Training & Consultancy?

CTC’s curriculum is aligned with the recommendations of American Society for Quality (ASQ)

Our instructors are certified as well as practicing professionals

Our programs are offered during the evenings and weekends

Multiple learning delivery methods are utilized, such as: instructor-led classroom training, instructor-guided training, and interactive classroom-based training.

Franklin University Certificate

Chicago Training & Consultancy is an Approved Education Provider (AEP) of Franklin University, USA. As an AEP, we provide a variety of Franklin University’s professional development programs. Participants who attend and successfully complete the Quality Management program are eligible to get a Certificate of Completion from the Center for Professional Training and Development of Franklin University.

Franklin University was founded in 1902 in Columbus, Ohio, to serve the needs of adult students who have the ambition to continue their education in combination with other responsibilities.

Today, Franklin has grown to be Central Ohio’s foremost educator of working adults and the third- largest private university in the state. Annually, Franklin University serves more than 11,000 students from across the country and around the world.



IMA's Certification for Accountants and Financial Professionals in Business



Education PARTNER





Preparing You For A Better Future...

Exam Preparation Programs

Project Management Professional (PMP) . Planning & Scheduling Professional (PSP)
Certified Cost Engineer/Consultant (CCE/CCC) . Certified Management Accountant (CMA)
Chartered Public Accountant (CPA) . Financial Risk Manager (FRM) . Global Professional in
Human Resources (GPHR) . Certified Commercial Contracts Manager (CCCM)
Certified Facility Manager (CFM) . Leadership in Energy and Environmental Design (LEED)
Certified Manager of Quality /Organizational Excellence (CMQ/OE) . Certified Six Sigma
Black Belt (CSSBB) . Information Technology Infrastructure Library (ITIL) . Certified
Information System Auditor (CISA) . Certified Information System Security Manage (CISM)
Certified Risk and Information System Control (CRISC) .

Professional Development Programs

Safety Management (NEBOSH, OSHA) . MS Office . TOEFL . IELTS
Public Speaking . Office Administration/Executive Secretary . Records Management
Business Communication . Business Skills . Sales/Marketing Management

Chicago Training & Consultancy

Global Registered Education Provider of Project Management Institute (PMI®), USA.
IMA® Authorized CMA Learning System Course provider.

Approved Education Provider of the Association for Advancement of Cost Engineers
International (AACEI®), USA.

Education Partner of National Contract Management Association (NCMA®), USA.
Authorized Training Center of BASEL Certification Institute, Switzerland.

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