

COURSE OVERVIEW TM0719

ASQ Certified Manager of Quality/Organizational Excellence Certification

Course Title

ASQ Certified Manager of Quality/Organizational Excellence Certification

Course Date/Venue

Session 1: June 23-27, 2025/Fujairah Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Session 2: December 07-11, 2025/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE



Course Reference

TM0719-IH

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



The Certified Manager of Quality/ Organizational Excellence (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.



This course is designed to provide participants with a detailed and up-to-date overview of Quality/Organizational Excellence (CMQ/OE). It covers the organizational structures and leadership challenges; the roles and responsibilities of leaders and managers; the change management, leadership techniques and empowerment; the types of team and stages of team development; and the team-building techniques, team roles and responsibilities.

During this interactive course, participants will learn the ASQ code of ethics, strategic plan development, deployment and planning models; the business environment analysis and strategic plan deployment; the management elements and methods; the quality system, mission and policy, quality planning, deployment, documentation and effectiveness; the quality models and theories; the quality management and problem-solving tools; the process management, process goals and theory of constraint (TOC); the sampling, statistical analysis, measurement systems analysis and trend and pattern analysis; the process variation, process capability and reliability terminology; the customer-focused organizations, customer identification and segmentation; the customer relationship, supply chain, risk, communication and performance management; the supplier improvement, training, development, plans and training needs analysis; and the training materials, development delivery and effectiveness.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get prepared for the next CMQ/OE exam and have enough knowledge and skills to pass such exam in order to get the ASQ-CMQ/OE certification
- Create a culture of learning and continuous improvement
- Establish benchmarks for advancement
- Provide value to peers, colleagues and subordinates
- Think like an advisor/consultant – be authority figure
- Review organizational structures and identify leadership challenges
- Recognize the roles and responsibilities of leaders and managers
- Apply change management, leadership techniques and empowerment in a professional manner
- Identify the types of team and stages of team development as well as demonstrate team-building techniques, team roles and responsibilities
- Apply ASQ code of ethics and carryout strategic plan development, deployment and planning models
- Perform business environment analysis and strategic plan deployment systematically
- Discuss management elements and methods including management and communication skills and abilities
- Carryout project management covering project planning, measurement and monitoring of project activity and project documentation
- Describe quality system covering mission and policy, quality planning, deployment, documentation and effectiveness
- Discuss quality models and theories that include quality management standards, performance excellence models, methodologies and philosophies
- Apply quality management and problem-solving tools comprising of the seven classic quality tools, basic management and planning tools, process improvement tools, innovation and creativity tools
- Perform process management and discuss process goals and theory of constraint (TOC)
- Carryout sampling, statistical analysis, measurement systems analysis and trend and pattern analysis

- Illustrate process variation, evaluate process capability and recognize reliability terminology
- Identify customer-focused organizations and employ customer identification and segmentation
- Manage customer relationship, supply chain, risk, communication and performance
- Improve supplier and review supplier certification, partnerships and alliances including logistics and material acceptance
- Carryout training, development, training plans and training needs analysis
- Evaluate training materials, development, delivery and effectiveness in a professional manner

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of quality/organizational excellence (CMQ/OE) for group/corporate quality manager, quality director/head of quality, QA/QC manager/engineer/supervisor quality auditors/ISO auditors, quality professionals who leads, manages or supports quality improvement programs, QM professionals in need to add ASQ’s CMQ/ OE to his/her professional credentials.

Exam Eligibility & Structure

Exam candidates shall have the following minimum pre-requisites:-

- Must have 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. A minimum of five years of this experience must be in a decision-making position, defined as the authority to define, execute or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions.
- If you’ve certified by ASQ as a Quality Auditor, Reliability Engineer, Software Quality Engineer, experience used to qualify for certification in these fields applies to certification as a Manager of Quality/Organizational Excellence, as long as the 10-year minimum requirement is met.
- If you have completed a degree from a college, university or technical school with accreditation accepted by ASQ, part of the 10-year experience requirement will be waived (Only one of these waivers may be claimed):
 - Diploma from a Technical 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
- Degrees or diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations:-

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Ahmed Mady is a **Senior Mechanical & Management Consultant** with over **30 years** of teaching/training and hands-on experience within the **Oil & Gas** industries. His field of specialization includes **Strategic Succession Planning, Basic Supervisory Skills, Supervisory Skills** in Aviation Fueling Business, **Strategic Planning, Team Building & Motivation, Seven Habits** of Highly Effective People, **Business Ethics & Etiquette, Emotional Intelligence, Work Ethics, Positivity at Work, Supervisory Skills, Communication & Interpersonal Skills, Negotiation**

Skills, Motivation, Change Management, Performance Management, Logistics Management, Organization Procedure Evaluation & Auditing, Risk Management, Quality Management, Managing & Negotiating with Consultants & Contractors, Contracts & Tendering, Contracting & Systems Construction, Contract & Risk Management, Contract Arbitration & Dispute Management (Public Construction Contract), Contract Management Principles & Practices, Tendering & Selecting Contractors, Documents & Records Management Compliance, Project Planning & Scheduling, Project Management Best Practices, Project Management Essentials, Supervisory Excellence, Leadership & Teambuilding, Supervisory Skills, Staff & Delegation, Strategic Planning, Team Building & Motivation, Train the Trainer, Seven Habits of Highly Effective People, **Leading with Emotional Intelligence, Negotiation Skills, Finance Management, Budgeting & Cost Control, Bidding Evaluation, Cost Engineering & Control, Material Requirement Planning Technique, Transport & Fleet Management, Purchasing, Logistics, Materials & Supply Chain Management, Logistics & Distribution Information & Management Systems, Warehouse Management, Warehouse & Storekeeping, Security Detection Systems & Operation and Security Management Systems.** Further he is well-versed in **Pump Selection, Installation, Performance & Control, Pump & Valve Operation, Control, Maintenance & Troubleshooting, Aviation Fueling Operations, Pumps, Compressors & Turbines Selection, Operation, Heat Exchanger Design, Operation, Performance, Inspection, Maintenance & Repair, Steam Boilers Operation, Maintenance and Control System, Heat Exchangers Operations, Maintenance & Troubleshooting.** Mr. Ahmed is actively involve in managing a team of engineers, supporting all engineering studies, modifications, aging studies and maintenance analysis. Mr. Ahmed had likewise worked as a **Training Consultant** being responsible with the design and implementation of various training programs for different organizational activities.

Mr. Ahmed was the **Project Manager** of **KNPC/KPC** for various certified programs for Kuwait Contractor Employees including **Electrical Program, Mechanical & Pipefitting Program, Welding & Fabrication Program** and the **Certified Process Operation Program**. Prior to this, he has been the **Project Manager** as well of **ADMA-OPCO's CAMS** long-term training projects for almost 9 years & Abu Dhabi Police for logistics project for 2 years. Earlier in his career, Mr. Ahmed had occupied several challenging roles with several large international companies as the **Project Manager, Contracts Manager, Systems Analyst, Training Branch Chief, Systems & Communication Engineer** and **Computer Programmer**. Further, he has travelled all over Europe, Asia and the Americas joining numerous conferences and workshops with international companies such as **IBM, System Science Corporation (SSC)** and **International Air Transport Association (IATA)**.

Mr. Ahmed has a **Bachelor's** degree in **Mechanical Engineering** and a **Certified Trainer/Instructor**. Further, he has gained **Diplomas** on **Civil Aviation Engineering, Islamic Studies** and **Information Systems & Technology**. Moreover, he is a **Certified Internal Verifier** by **City & Guilds Level 4 Certificate** in **Leading the Internal Quality Assurance of Assessment Processes & Practice** under the **IQA Qualification (Internal Quality Assurance)** and a **Certified Assessor** by **City & Guilds Level 3 Award** in **Assessing Vocationally Related Achievement** under the **TAQA Qualification (Training, Assessment & Quality Assurance)** as well as a **Certified Trainer/Assessor/Internal Verifier** of the **Institute of Leadership & Management (ILM), UK**. Further, he has delivered numerous trainings, workshops and conferences and projects worldwide.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Exam Fee

US \$ 760 per Delegate + **VAT**.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met

Day 1

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0900	Leadership
0900 – 0930	Organizational Structures
0930 – 0945	<i>Break</i>
0945 - 1030	Leadership Challenges <i>Roles & Responsibilities of Leaders • Roles & Responsibilities of Managers • Change Management • Leadership Techniques • Empowerment</i>
1030 – 1130	Teams & Team Processes <i>Types of Teams • Stages of Team Development • Team-Building Techniques • Team Roles & Responsibilities • Team Performance & Evaluation</i>
1130 – 1230	ASQ Code of Ethics
1230 – 1245	<i>Break</i>
1245 - 1330	Strategic Plan Development & Deployment
1330 – 1420	Strategic Planning Models
1420 – 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2

0730 – 0830	Business Environment Analysis Risk Analysis • Market Forces • Stakeholder Analysis • Technology • Internal Capability Analysis • Legal & Regulatory Factors
0930 - 0930	Strategic Plan Deployment Tactical Plans • Resource Allocation & Deployment • Organizational Performance Measurement • Quality in Strategic Deployment
0930 – 0945	Break
0945 - 1030	Management Elements & Methods
1030 - 1130	Management Skills & Abilities Principles of Management • Management Theories & Styles • Interdependence of Functional Areas • Human Resources (HR) Management • Financial Management • Risk Management • Knowledge Management (KM)
1130 – 1230	Communication Skills & Abilities Communication Techniques • Interpersonal Skills • Communications in a Global Economy • Communications & Technology
1230 – 1245	Break
1245 – 1330	Project Management Project Management Basics • Project Planning & Estimation Tools • Measure & Monitor Project Activity • Project Documentation
1330 – 1420	Quality System Quality Mission & Policy • Quality Planning, Deployment & Documentation • Quality System Effectiveness
1420 – 1430	Recap
1430	Lunch & End of Day Two

Day 3

0730 - 0830	Quality Models & Theories Quality Management Standards • Performance Excellence Models • Other Quality Methodologies • Quality Philosophies
0830 – 0930	Quality Management Tools
0930 – 0945	Break
0945 – 1030	Problem-Solving Tools The Seven Classic Quality Tools • Basic Management & Planning Tools • Process Improvement Tools • Innovation & Creativity Tools • Cost of Quality (COQ)
1030 – 1130	Process Management Process Goals • Process Analysis • Lean Tools • Theory of Constraints (TOC)
1130 – 1230	Measurement: Assessment & Metrics Basic Statistical Use • Sampling • Statistical Analysis • Measurement Systems Analysis • Trend & Pattern Analysis • Process Variation • Process Capability • Reliability Terminology
1230 – 1245	Break
1245 – 1330	Customer-Focused Organizations
1330 - 1420	Customer Identification & Segmentation Internal Customers • External Customers • Customer Segmentation • Qualitative Assessment
1420 – 1430	Recap
1430	Lunch & End of Day Three

Day 4

0730 – 0830	Customer Relationship Management <i>Customer Needs • Customer Satisfaction & Loyalty • Customer Service Principles • Multiple & Diverse Customer Management</i>
0830 - 0930	Supply Chain Management
0930 – 0945	Break
0945 – 1030	Supplier Risk Management
1030 – 1130	Supplier Communications
1130 – 1230	Supplier Performance
1230 – 1245	Break
1245 – 1330	Supplier Improvement
1330 - 1420	Supplier Certification, Partnerships & Alliances
1420 – 1430	Recap
1430	Lunch & End of Day Four

Day 5

0730 - 0830	Supplier Logistics & Material Acceptance
0830 – 0930	Training & Development
0930 – 0945	Break
0945 – 1030	Training Plans
1030 – 1130	Training Needs Analysis
1130 – 1230	Training Materials, Development & Delivery
1230 – 1245	Break
1245 – 1345	Training Effectiveness & Evaluation
1345 – 1400	Course Conclusion
1400 - 1415	POST TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	Lunch & End of Day Three

MOCK Exam

Upon the completion of the course, participants have to sit for a MOCK Examination similar to the exam of the Certification Body through Haward’s Portal. Each participant will be given a username and password to log in Haward’s Portal for the MOCK Exam during the 30 days following the course completion. Each participant has only one trial for the MOCK exam within this 30-day examination window. Hence, you have to prepare yourself very well before starting your MOCK exam as this exam is a simulation to the one of the Certification Body.

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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