COURSE OVERVIEW TM0720
Certified Manager of Quality/Organizational Excellence (CMQ/OE) American Society for Quality (ASQ)
Exam Preparation Training

Course Title
Certified Manager of Quality/Organizational Excellence (CMQ/OE): American Society for Quality (ASQ) - *Exam Preparation Training*

Course Date/Venue
December 14-18, 2025/Crowne Meeting Room, Crowne Plaza Al Khobar, an IHG Hotel, Al Khobar, KSA

Course Reference
TM0720

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.

This course is designed to provide participants with a detailed and up-to-date overview of Certified Manager of Quality/Organizational Excellence (CMQ/OE): American Society for Quality (ASQ). It covers the fundamentals of quality management, quality management framework and strategic quality planning; the leadership in quality management, quality costs and quality standards and frameworks; the quality management system (QMS) and process management, quality auditing and supplier quality management; and the customer quality management, risk management in quality systems, basics statistical process control (SPC) and Six Sigma methodology.

Further, the course will also discuss the sampling techniques in quality control, data collection and analysis and regression and correlation analysis; the process capability, measure process performance, process capability indices and process improvements based on capability analysis; the root cause analysis, failure mode and effects analysis (FMEA) and benchmarking in quality management; and the lean management in quality, key lean tools, lean practices in quality systems and measuring and sustaining lean improvements.

During this interactive course, participants will learn the total quality management (TQM) principles and philosophies; the key TQM tools, TQM in organizations and measuring TQM effectiveness; the continuous improvement tools covering PDCA cycle (plan-do-check-act), control charts and process improvement; and using quality improvement teams and managing change for continuous quality improvement.

Course Objectives

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

- Get prepared for the next ASQ CMQ Exam and have enough knowledge and skills to pass such exam in order to get the Certified Manager of Quality/Organizational Excellence from American Society for Quality – ASQ
- Discuss the fundamentals of quality management, quality management framework and strategic quality planning
- Apply leadership in quality management, quality costs and quality standards and frameworks
- Design a quality management system (QMS) and apply process management, quality auditing and supplier quality management
- Carryout customer quality management, risk management in quality systems, basics statistical process control (SPC) and Six Sigma methodology
- Employ sampling techniques in quality control, data collection and analysis as well as regression and correlation analysis
- Define process capability, measure process performance, interpret process capability indices and implement process improvements based on capability analysis
- Apply root cause analysis, failure mode and effects analysis (FMEA) and benchmarking in quality management
- Discuss lean management in quality, identify key lean tools, implement lean practices in quality systems and measure and sustain lean improvements
- Implement total quality management (TQM) and discuss TQM principles and philosophies, key TQM tools, TQM in organizations and measuring TQM effectiveness
- Recognize continuous improvement tools covering the PDCA cycle (plan-do-check-act), control charts and process improvement, using quality improvement teams and managing change for continuous quality improvement

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 is essential for those who desire to reinforce their skills, knowledge and capacity to understand the quality of the organizational excellence body of knowledge in preparation for taking ASQ certified quality manager examination.

Exam Eligibility & Structure

- 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. 5 years of this experience must be in a decision-making position.
- If you are now or were previously certified by ASQ as quality auditor, reliability engineer, software quality engineer or, 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 ten-year minimum requirement is met
- Candidates must have worked in a full-time, paid role.
- Candidates who have completed a degree from a college, university or technical school will have part of the ten-year experience requirement waived, as follows (only one of these waivers may be claimed):
  - 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

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.

Training Fee

US$ 5,750 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**.

Accommodation

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

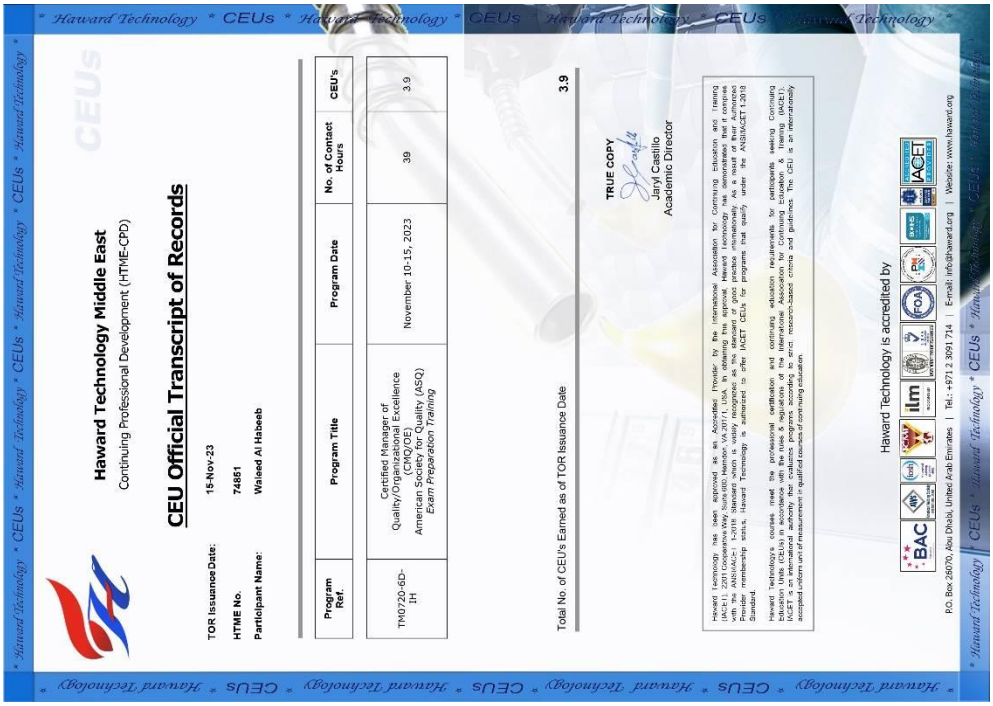
ASQ-CMQ/OE Certificate(s)

ASQ-CMQ/OE certificates will be issued to participants who have successfully passed the ASQ-CMQ/OE examination.

Sample of Certificates

(1) The following are samples of the certificates that will be awarded to course participants:

(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.



Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

- British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). 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.

- 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.

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. Dimitry Rovas, CEng, MSc, PMI-PMP, SMRP-CMRP is a **Senior Management Consultant & Maintenance Engineer** with extensive industrial experience in **Oil**, **Gas**, **Power** and **Utilities** industries. His expertise includes **Leadership** & **Change** Management, **Leadership & Mentoring**, **Supply Chain** Management, **Strategic Supply Chain** Management, **Supply Chain** Advanced, **Time** Management, **Performance** Management, **Strategic Planning & Analysis and Communication & Reporting** Skills, **Talent** Management, **Presentation** Skills, **Negotiation** Skills, **Interpersonal** Skills, **Communication** Skills, **Collaboration** Skills, Developing **Effective Partnership**, **Developing & Managing Budget**, **Technical Design & Development**, **Analytical & Troubleshooting** Techniques, **Interpersonal** Skills, **Project** Management, **Construction** Management, **Project Management Planning & Control Techniques**, **Project Risk** Management, **Quality** Management, **Project Acceleration** Techniques, **Scope Control** Management, **Contract** Management, **Asset** Management, **Procurement & Purchasing** Management, **Warehousing**, **Quality Management System** (**QMS**) and **Business** Management. Further, he is also well-versed in **Maintenance** Optimization & Best Practices, **Maintenance** Auditing & Benchmarking, **Reliability** Management, **Reliability Centered Maintenance** Principles & Application, **Machinery Lubrication**, **Maintenance Planning & Scheduling**, **Coupling & Shaft Alignment** Techniques, **Maintenance** Management & Cost Control, **Preventive & Predictive Maintenance**, **Effective Reliability** Maintenance & Superior Maintenance Strategies, **Integrity & Asset** Management, Reliability, Availability & Maintainability (**RAM**), Total Plant Reliability Centered Maintenance, **Turnaround & Outages**, **Process Plant** Shutdown, Turnaround & Troubleshooting, **Shutdown & Turnaround** Management, **Integrity & Asset** Management, **Maintenance Management** Best Practices, **Material Cataloguing**, **Maintenance** Planning & Scheduling, Effective **Reliability Maintenance**, **Maintenance Contracting & Outsourcing**, **Maintenance Inventory**, **Materials** Management, **Mechanical & Rotating Equipment** Troubleshooting & Maintenance, **Rotating Equipment Reliability** Optimization, Computerized Maintenance Management System (**CMMS**), **Material Cataloguing & Specifications**, **Rotating Equipment** Maintenance & Troubleshooting, **Pump** Technology, **Pump** Selection & Installation, **Reciprocating & Centrifugal Compressors**, **Energy Conservation**, **Electricity Distribution Systems**, **Energy Saving**, **Combined Cycle Power Plant**, **Gas & Steam Turbines**, **Heat Transfer**, **Machine Design**, **Fluid Mechanics**, **Heating & Cooling** Systems, **Heat Insulation** Systems and **Heat Exchanger & Cooling Towers**. He was the **Project Manager** wherein he was managing, directing and controlling all activities and functions associated with the domestic heating/cooling facilities projects.

During his life career, Mr. Rovas has gained his practical and field experience through his various significant positions and dedication as the **EPC Project Manager**, **Field Engineer**, **Preventive Maintenance Engineer**, **Researcher**, **Instructor/Trainer**, **Telecom Consultant** and **Consultant** from various companies such as the Podaras Engineering Studies, Metka and Diadikasia, S.A., **Hellenic Petroleum Oil Refinery** and COSMOTE.

Mr. Rovas is a **Chartered Engineer** of the **Technical Chamber** of **Greece**. Further, he has **Master's** degree in **Mechanical Engineering** and **Energy Production & Management** from the **National Technical University of Athens**. Moreover, he is a **Certified Instructor/Trainer**, a **Certified Maintenance and Reliability Professional** (**CMRP**) from the Society of Maintenance & Reliability Professionals (**SMRP**), a **Certified Project Management Professional** (**PMP**), a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**) and a **Certified Six Sigma Black Belt**. He is an active member of Project Management Institute (**PMI**), Technical Chamber of Greece and Body of Certified Energy Auditors and has further delivered numerous trainings, seminars, courses, workshops and conferences internationally.

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: ***Sunday, 14th of December 2025***

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Fundamentals of Quality Management*** *Definition & Key Principles of Quality Management • Historical Evolution of Quality Management • Quality Systems Models (e.g., ISO 9001, Malcolm Baldrige) • Quality Management Tools & Techniques*
0930 – 0945	*Break*
0945 – 1030	***Quality Management Framework*** *Quality Policy & Objectives • Role of the Quality Manager in Organizations • Quality Assurance versus Quality Control • Continuous Improvement Principles*
1030 – 1130	***Strategic Quality Planning*** *Aligning Quality Management with Organizational Goals • SWOT Analysis for Quality Management • Developing a Quality Management Strategy • Identifying Key Performance Indicators (KPIs)*
1130 – 1215	***Leadership in Quality Management*** *Leadership versus Management in Quality • Quality Culture & Leadership Styles • The Role of Management in Sustaining Quality Initiatives • Communicating Quality Goals & Vision to the Organization*
1215 – 1230	*Break*
1230 – 1330	***Quality Costs*** *Types of Quality Costs (Prevention, Appraisal, Internal Failure, External Failure) • Calculating & Analyzing the Cost of Poor Quality • Using Cost of Quality to Drive Improvement • Establishing a Cost-Effective Quality Strategy*
1330 – 1420	***Quality Standards & Frameworks*** *Overview of ISO 9001:2015 & Other Quality Standards • Key Differences Between Quality Standards • The Role of Audits & Certifications • Understanding & Applying Quality Management Frameworks*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2: ***Monday, 15th of December 2025***

0730 – 0830	***Designing a Quality Management System (QMS)*** *Structure & Components of a QMS • Document Control Systems & Record Management • Defining Roles & Responsibilities Within the QMS • Creating a Quality Manual & Procedures*
0830 – 0930	***Process Management*** *Process Mapping & Flowcharting • Defining Process Inputs, Outputs, & Controls • Process Ownership & Responsibility • Process Performance Monitoring & Evaluation*
0930 – 0945	*Break*

0945 – 1100	***Quality Auditing*** *Types of Audits (Internal, External, Supplier) • Preparing for Quality Audits • Auditing Techniques & Best Practices • Analyzing Audit Results & Corrective Actions*
1100 – 1215	***Supplier Quality Management*** *Selecting & Managing Suppliers • Supplier Audits & Assessments • Supplier Performance Evaluation & Feedback • Managing Supplier Relationships for Continuous Improvement*
1215 – 1230	*Break*
1230 – 1330	***Customer Quality Management*** *Voice of the Customer (VOC) Analysis • Customer Satisfaction Measurement • Managing Customer Complaints & Feedback • Customer-Focused Quality Initiatives*
1330 – 1420	***Risk Management in Quality Systems*** *Risk Identification & Assessment in Quality Management • Risk Mitigation & Preventive Actions • Using FMEA (Failure Modes & Effects Analysis) • Establishing a Risk Management Plan for Quality Assurance*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3: ***Tuesday, 16th of December 2025***

0730 – 0830	***Basics of Statistical Process Control (SPC)*** *Key Concepts of SPC • Control Charts & Their Types (X-Bar, R-Chart, etc.) • Interpreting Control Chart Data • Identifying Process Variation Using SPC*
0830 – 0930	***Six Sigma Methodology*** *Overview of Six Sigma & DMAIC (Define, Measure, Analyze, Improve, Control) • Tools Used in Six Sigma (Fishbone Diagram, Pareto Analysis, etc.) • Statistical Tools for Six Sigma Projects • Implementing Six Sigma in Quality Management Systems*
0930 – 0945	*Break*
0945 – 1100	***Sampling Techniques in Quality Control*** *Sampling Plans & Methods • Types of Sampling (Random, Stratified, Systematic) • Sample Size Determination • Analyzing Sample Data to Make Decisions*
1100 – 1215	***Data Collection & Analysis*** *Designing Data Collection Systems • Descriptive Statistics (Mean, Median, Mode, Standard Deviation) • Using Histograms & Box Plots • Interpreting Data Trends & Variability*
1215 – 1230	*Break*

1230 – 1330	***Regression & Correlation Analysis*** *Understanding Regression Analysis for Process Improvement • Simple & Multiple Regression Models • Correlation versus Causation • Applying Regression Models in Quality Management*
1330 – 1420	***Process Capability & Performance*** *Defining Process Capability (Cp, Cpk) • Measuring Process Performance (Pp, Ppk) • Interpreting Process Capability Indices • Implementing Process Improvements Based on Capability Analysis*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the T were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4: Wednesday, 17th of December 2025

0730 – 0830	***Root Cause Analysis*** *Techniques for Identifying Root Causes of Quality Problems • Fishbone Diagram (Ishikawa) • 5 Whys Technique • Corrective & Preventive Action (CAPA)*
0830 – 0930	***Failure Mode & Effects Analysis (FMEA)*** *Introduction to FMEA Methodology • Steps in Performing an FMEA • Risk Priority Number (RPN) Calculation • Using FMEA for Process Improvement*
0930 – 0945	*Break*
0945 – 1100	***Benchmarking in Quality Management*** *Types of Benchmarking (Internal, Competitive, Best-in-Class) • Setting Benchmarking Goals • Conducting a Benchmarking Study • Using Benchmarking Results for Continuous Improvement*
1100 – 1215	***Lean Management Principles*** *Overview of Lean Management in Quality • Key Lean Tools (5S, Kaizen, Value Stream Mapping) • Implementing Lean Practices in Quality Systems • Measuring & Sustaining Lean Improvements*
1215 – 1230	*Break*
1230 – 1330	***Total Quality Management (TQM)*** *TQM Principles & Philosophies • Key TQM Tools (Quality Circles, Employee Involvement, etc.) • Implementing TQM in Organizations • Measuring TQM Effectiveness*
1330 – 1420	***Continuous Improvement Tools*** *PDCA Cycle (Plan-Do-Check-Act) • Control Charts & Process Improvement • Using Quality Improvement Teams • Managing Change for Continuous Quality Improvement*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5: Thursday, 18th of December 2025

0730 – 0930	***CQM Exam Structure & Requirements*** *Understanding the ASQ CQM Exam Structure • Exam Eligibility & Application Process • Types of Questions on the Exam • Exam Strategies & Time Management*
0930 – 0945	*Break*

0945 - 1130	***Review of Key Concepts*** *Overview of Key Quality Management Concepts • Quick Review of Process Management, Audits, & Risk Management • Recap of Statistical Tools & Analysis • Review of Six Sigma & Lean Methodologies*
1130 – 1230	***Practice Exam*** *Taking a Practice Exam with a Focus on Real-World Scenarios • Reviewing Correct Answers & Explanations • Discussing Exam Questions & Answers in Groups • Identifying Common Problem Areas & Strategies for Improvement*
1230 – 1245	*Break*
1245 - 1300	***Exam Techniques & Tips*** *Managing Time Effectively During the Exam • Understanding Question Formats (Multiple Choice, Scenario-Based) • Eliminating Incorrect Options & Strategies for Tricky Questions • Stress Management & Maintaining Focus During the Exam*
1300 - 1315	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1315 - 1415	***COMPETENCY EXAM***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

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

Course Coordinator

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