Haward Technology Middle East

Certified Manager of Quality/Organizational Excellence (CQM/OE)
American Society for Quality (ASQ)
Exam Preparation Training

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

Course Date/Venue
Session 1: July 27-31, 2025/ Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
Session 2: September 21-25, 2025/Meeting Plus 9, City Centre Rotana, Doha, Qatar

H-STK© INCLUDED

Course Reference
TM0720

3.0 CEUs (30 PDHs) AWARD

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 prepare participants for the ASQ CQM examination. It covers the leadership including organizational structures, culture and challenges; the strategic plan development and deployment; the elements and methods of management including communication skills and project management tools and techniques; and the quality management tools, techniques and measurements.

During this interactive course, participants will learn the customer relationships, meet customer needs and ensure customer satisfaction; the supply chain management, supplier selection, communications, performance, improvement, certification, partnerships and allowances as well as supplier logistics; and the training and development functions within the organizations.

Course Objectives

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

- Get prepared for the next ASQ CQM exam and have enough knowledge and skills to pass such exam in order to be certified as a CQM (Certified Quality Manager) from an internationally recognized Accreditation Body (American Society for Quality – ASQ)

- Explore leadership including organizational structures, culture and challenges

- Implement strategic plan development and deployment

- Implement the elements and methods of management including communication skills and project management tools and techniques

- Apply quality management tools, techniques and measurements

- Manage customer relationships, meet customer needs and ensure customer satisfaction

- Employ supply chain management, supplier selection, communications, performance, improvement, certification, partnerships and allowances as well as supplier logistics

- Manage training and development functions within the organizations

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.

Course Fee

Dubai	**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.
Doha	**US$ 6,250** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

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

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: -

- **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.

- **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. Pete Du Plessis is a **Senior Management & Financial Consultant** with over **35 years** of extensive experience. His expertise lies extensively in the areas of **Creative Thinking & Problem-Solving** Techniques, **Change** Management, **Negotiation** Skills, **Presentation** Skills, **Communication & Influencing** Skills, **Communication & Interpersonal** Skills, **Emotional Intelligence**, Effective **Business Writing Skills**, **Leadership** Skills, **Leadership & Team Building**, **Interpersonal Skills & Teambuilding**, **Coaching & Mentoring**, **Innovation & Creativity** Skills, **Office Management & Administration** Skills, **Time & Stress** Management, **Crisis** Management, **Human Resources** Management, **Customer Service** Excellence, Essential Skills for **Effective Training**, Training & Designing a **Training Plan**, Identifying **Training Needs & Evaluating Training**, Executive **Coaching**, **Mentoring & Team Building**, **Coaching & Counselling**, **Commercial Negotiation** Skills, **Contract** Management, **Contract Negotiation**, **Risk** Management & **Contractors Selection**, **Supplier** Assessment, **Supplier & Contractors'** Management, **Supplier Claim** Management, **Effective Tendering** & **Supplier** Selection, **Supplier Relationship** Management, **Suppliers & Contractors** Management, **Suppliers** Assessment & Performance Measurement, Effective **Purchasing & Supplier Selection**, Essential Management of **Suppliers & Contractors**, **Contractors Agreements & SLAs**, **Contractors** Evaluation, **Budgeting & Forecasting** Skills, Effective **Budgeting & Cost Control**, **Financial Analysis & Reporting**, **Budget Preparation** Skills, **Business Process** Development, **Business Process** Optimization, **Business Process** Analysis, **Business Process** Improvement, **Business Continuity** Planning, Service Provider Performance & Monitoring, **Cash Flow** Fundamentals, **Business Finance** Fundamentals, **Business Continuity** Fundamentals, **Situational Analysis** Fundamentals, **SWOT** Analysis, **Gap** Analysis, **Change** Management, Human Resource Management (**HRM**), Human Resource Development (**HRD**), **HR Business Development**, **HR Practices & Strategy**, **Behaviour Based Interviewing & Recruitment**, **Learning & Development**, **Project** Management, **Financial** Management, **Planning**, **Budgeting & Cost Control** and **Risk** Management. Previously, he was the **Quality Manager** of **Benteler Automotive**, where he was responsible for implementing, controlling and managing quality and technical department processes and systems and mobilizing the quality control department, procedures and quality management system.

During his career life, Mr. Plessis has worked with several prestigious companies occupying numerous challenging managerial and technical positions such as being the **Financial Manager**, **Operations Manager**, **Technical & Quality Manager**, **Logistics & Purchasing Manager**, **Head Metrologist**, **Quality Engineer**, **Project Engineer**, **Materials & Warehouse Planner & Controller**, **Quality Control Inspector**, **Consultant**, **Fitter & Machinist**, **Apprentice Fitter** and **Part-time Instructor**. All throughout his career, he has mastered and specialized in the application of project management, warehouse & inventory control, value chain analysis, logistics & strategic planning, process flow analysis, business process evaluation & re-engineering, master-plan development, capacity planning and site space-planning & development.

Mr. Plessis has **Bachelor's** degree with **Honours** in **Industrial Engineering** & **Management**. Further, he has gained **Diploma** in **Quality & Production Management**. He is also a **Certified Assessor** & **Moderator** with the Manufacturing, Engineering & Related Services Education and Training Authority (MERSETA), a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and a **Certified Instructor/Trainer** by the APICS. He has further delivered numerous trainings, courses, seminars, conferences and workshops internationally.
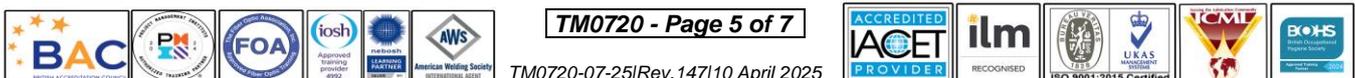
Course Program

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

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	***Introduction to Certified Manager of Quality/Organizational Excellence***
0930 – 0945	*Break*
0945 – 1100	***Leadership*** *Organizational Structures & Culture ● Leadership Challenges*
1100 – 1215	***Leadership (cont'd)*** *Teams & Team Processes*
1215 – 1230	*Break*
1230 – 1420	***Leadership (cont'd)*** *ASQ Code of Ethics*
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	***Strategic Plan Development & Deployment*** *Strategic Planning Models*
0930 – 0945	*Break*
0945 – 1100	***Strategic Plan Development & Deployment (cont'd)*** *Business Environment Analysis ● Strategic Plan Deployment*
1100 – 1215	***Management Elements & Methods*** *Management Skills & Abilities*
1215 – 1230	*Break*
1230 – 1420	***Management Elements & Methods (cont'd)*** *Communication Skills & Abilities*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	***Management Elements & Methods (cont'd)*** *Project Management*
0930 – 0945	*Break*
0945 – 1100	***Management Elements & Methods (cont'd)*** *Quality System*
1100 – 1215	***Management Elements & Methods (cont'd)*** *Quality Models & Theories*
1215 – 1230	*Break*
1230 – 1420	***Quality Management Tools*** *Problem-Solving Tools*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Three*

Day 4

0730 – 0930	**Quality Management Tools (cont'd)** *Process Management*
0930 – 0945	*Break*
0945 – 1100	**Quality Management Tools (cont'd)** *Measurement: Assessment & Metrics*
1100 – 1215	**Customer-Focused Organizations** *Customer Identification & Segmentation*
1215 – 1230	*Break*
1230 – 1420	**Customer-Focused Organizations (cont'd)** *Customer Relationship Management*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Four*

Day 5

0730 – 0930	**Supply Chain Management**
0930 - 0945	*Break*
0945 – 1100	**Supply Chain Management (cont'd)**
1100 – 1215	**Training & Development**
1215 – 1230	*Break*
1230 – 1245	**Training & Development (cont'd)**
1245 – 1300	**Course Conclusion**
1300 – 1415	**MOCK EXAM (Similar to ASQ CQM 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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