COURSE OVERVIEW TM0720
ASQ Certified Manager of Quality/Organizational Excellence Certification

Course Title
ASQ Certified Manager of Quality/Organizational Excellence Certification

Course Date/Venue
Please see page 4

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 prepare participants for the ASQ CMQ/OE 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 CMQ/OE exam and have enough knowledge and skills to pass such exam in order to be certified as a CMQ/OE (Certified Manager of Quality/Organizational Excellence) from the 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

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. A minimum of 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, supplier quality professional, 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 who have completed a degree from a college, university or technical school with accreditation accepted by ASQ 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

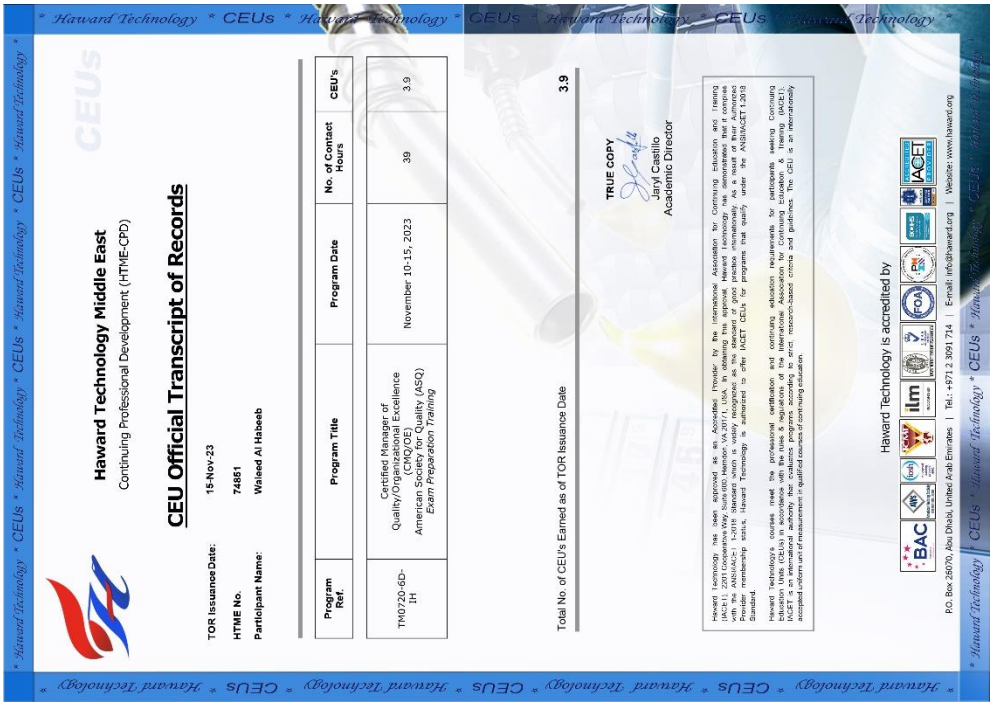
ASQ-CMQ/OE Certificate(s)

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

Sample of Certificates

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

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 **3.9 CEUs** (Continuing Education Units) or **39 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 Date/Venue

Session(s)	Date	Venue
1	June 23-27, 2025	Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
2	August 10-14, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
3	October 20-24, 2025	Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
4	November 23-27, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE

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.

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.

Accommodation

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

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 – 1200	***Leadership*** *Organizational Structures & Culture*
1200 – 1300	***Leadership*** *Leadership Challenges*
1300 – 1315	*Break*
1315 – 1420	***Leadership (cont'd)*** *Teams & Team Processes*
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	***Leadership (cont'd)*** *ASQ Code of Ethics*
0930 – 0945	*Break*
0945 – 1200	***Strategic Plan Development & Deployment*** *Strategic Planning Models*
1200 – 1300	***Strategic Plan Development & Deployment (cont'd)*** *Business Environment Analysis • Strategic Plan Deployment*
1300 – 1315	*Break*
1315 – 1420	***Management Elements & Methods*** *Management Skills & Abilities • 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 – 1200	***Management Elements & Methods (cont'd)*** *Quality System*
1200 – 1300	***Management Elements & Methods (cont'd)*** *Quality Models & Theories*
1300 – 1315	*Break*
1315 – 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 – 1200	***Quality Management Tools (cont'd)*** *Measurement: Assessment & Metrics*
1200 – 1300	***Customer-Focused Organizations*** *Customer Identification & Segmentation*
1300 – 1315	*Break*
1315 – 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)***
1200 – 1230	***Training & Development***
1230 – 1245	*Break*
1245 – 1345	***Training & Development (cont'd)***
1345 – 1400	***Course Conclusion***
1400 – 1415	***POST-TEST***
1415 - 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

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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