



PREPARATION COURSE FOR THE CERTIFIED MANAGER OF QUALITY/ORGANIZATIONAL EXCELLENCE (CMQ/OE)

Build your profound knowledge in Quality Management Now



COURSE OBJECTIVE

1. Prepare participants to become successful quality managers, able to work in multinational organizations.
2. Pass the qualifying exam of the American Society for Quality (ASQ) and obtain its certificate as a Certified Quality Manager (CMQ/OE). Please visit the website www.asq.org for more information.
3. Facilitate and lead team efforts, establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives.

TAKE AN IMPORTANT STEP IN YOUR CAREER TOWARDS EXCELLENCE

The Certified Manager of Quality/Organizational Excellence (CMQ/OE) is a professional who leads and champions process improvement initiatives in small businesses or multinational corporations that can have regional or global focus in a variety of service and industrial settings.

In today's world, where quality competition is a fact of life and the need for a work force proficient in the principles and practices of quality control is a central concern of many companies, certification is a mark of excellence. It demonstrates that the certified individual has the knowledge to assure quality of products and services. Certification is an investment in your career and in the future of your employer.



BODY OF KNOWLEDGE

I. Leadership

1. Organizational Structures and Culture
2. Leadership Challenges
3. Teams and Team Processes
4. ASQ Code of Ethics

II. Strategic Plan Development and Deployment

1. Strategic Planning Models
2. Business Environment Analysis
3. Strategic Plan Deployment

III. Management Elements and Methods

1. Management Skills and Abilities
2. Communication Skills and Abilities
3. Project Management
4. Quality System
5. Quality Models and Theories

IV. Quality Management Tools

1. Problem-Solving Tools
2. Process Management
3. Measurement: Assessment and Metrics.

V. Customer-Focused Organizations

1. Customer Identification and Segmentation
2. Customer Relationship Management
3. Supplier Logistics

VI. Supply Chain Management

1. Supplier Selection
2. Supplier Communications
3. Supplier Performance
4. Supplier Improvement
5. Supplier Certification, Partnerships, and Alliances

VII. Training and Development

1. Training Plans
2. Needs Analysis
3. Training Materials/Curriculum Development and Delivery
4. Training Effectiveness and Evaluation

BUSINESS EXCELLENCE CENTER-BEC IN COLLABORATION WITH THE AMERICAN SUPPLIER INSTITUTE- ASI

VENUE:
ASI-Egypt- Nasr City.



STARTING DATE:

Oct 24th 2009
Every Saturday
from 5:00-9:00 pm

FEES:

Course fees are L.E. 9000 per participant,



WHY BEC.

- o BEC members are a group of highly qualified members, with collective experience covers a wide range of expertise.
- o BEC has established networks with prominent institutions working in the same field, both locally and internationally
 - The American Society for Quality (ASQ)-USA,
 - Quality America (QA),
 - Logic Consulting.
 - American Supplier Institute
 - The Healthcare Quality Certification Board (HQCB), USA.
- o BEC's method of work depends on mentoring an in-house team from the company personnel, and transferring all required know-how to the team.
- o BEC's professional training is available in both English and Arabic. Trainers are highly experienced, dedicated, and committed team.

www.bexcenter.com

FOR REGISTRATION:

American Supplier Institute – Egypt (ASI-Egypt).
29, El Batrawy Street, Suit 20 – Nasr City
Tel:012 274 1868 ,
Fax: 202 2401 6307
Email: bec@bexcenter.com

For more information, please visit the website of the American Society for Quality (ASQ) at

www.asq.org