

Certified Manager of Quality Operational Excellence

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CMQ / OE

CMQ/OE Agenda

- Certification Overview
- Body of Knowledge Summary
 - Eleven Key Areas
- Exam Overview and Dates
- Questions

Certification Overview

- CMQ/OE
 - Leads and champions process-improvement initiatives
 - Facilitates and leads team efforts
 - Monitor customer / supplier relations

Certification Overview

- CMQ/OE
 - Support strategic planning and deployment initiatives
 - Develop measurement systems to determine organizational improvement

CMQ/OE Body of Knowledge

- Leadership (16.7%)
- Strategic Development (10%)
- Management Skills (13.3%)
- Quality Systems and Models (8%)
- Management Tools (10.7%)
- Measurement Tools (8%)
- Customer Focus (13.3 %)
- Supplier Management (10%)
- Training and Development (10%)

CMQ/OE Examination

- Two parts
 - Essay or Constructed Response
 - Multiple Choice

CMQ/OE Essay

- Two Constructed Responses must be written in 45 minutes. – Closed book
- 3 Hours, 15 minutes (195 minutes) to answer 150 multiple choice questions. – Open book

CMQ/OE Essay

- Three open-ended questions
- Candidate picks two
- General Topics
 - Leadership
 - Strategy Development and Deployment
 - Management
 - Customer Focus
 - Supplier Management
 - Training and Development

CMQ/OE Essay

- Basic approach to writing
 - Brainstorm ideas for the essay
 - Write the essay
 - Edit the essay for completeness

CMQ/OE Essay

- Sample Essay
- Discussion

CMQ/OE Body of Knowledge

- Leadership
 - Organizational structures and cultures
 - Leadership challenges
 - Teams and team processes
 - ASQ Code of Ethics

CMQ/OE Body of Knowledge

- Strategic Development
 - Strategic Planning Models
 - Business Environment Analysis
 - Strategic Plan Deployment

CMQ/OE Body of Knowledge

- Management Skills
 - Management Skills and Abilities
 - Communication Skills
 - Project Management
- Quality Systems and Models
 - Quality Systems
 - Models and Theories

CMQ/OE Body of Knowledge

- Management Tools
 - Problem Solving Tools
 - Process Management
- Measurement Tools

CMQ/OE Body of Knowledge

- Customer Focus
- Supplier Management
- Training and Development

CMQ/OE Exam Dates

- October 18, 2008 Exam
 - Application Deadline: September 3, 2008
- March 7, 2009 Exam
 - Application Deadline: January 21, 2009
- October 17, 2009 Exam
 - Application Deadline: September 2, 2009

The background features a series of black lines that create a perspective effect, resembling a hallway or a series of parallel paths receding into the distance. The lines are set against a blue gradient background that transitions from a darker shade at the top to a lighter shade at the bottom. The overall aesthetic is modern and architectural.

CMQ/OE

QUESTIONS