

# ASQ<sup>®</sup> CMQ/OE<sup>®</sup> Exam Preparation Program



## 3 FOLD

Executive Education Centre

3FOLD is an internationally renowned Executive Education Center specialized in management training program.

### What is a ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE)?

The American Society for Quality CMQ/OE is a professional who leads and champions process-improvement initiatives—everywhere from small businesses to multinational corporations—that can have regional or global focus in a variety of service and industrial settings.

The CMQ/OE should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk and employ knowledge management tools and techniques in resolving organizational challenges.

### At the end of this program, you will be able to;

Facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement.

### Who should attend?

This is a highly recommended program for all quality management professionals, viz., Quality Manager, QA/QC Engineer, Quality Assurance Manager, ISO Auditors, etc., or any one who leads, manages or supports quality improvement programs.

### Program Highlights:

- ▶ 40 Hours of exam focused Intensive Training
- ▶ CMQ/OE Certified Instructors with industry experience
- ▶ Examination practice questions, exercises, flash card, etc.,
- ▶ Full support from applying for ASQ International membership to certification exam and re-certification
- ▶ Complete guidance to write your theory paper
- ▶ Receive the latest edition of “The Certified Manager of Quality/Organizational Excellence Handbook”

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# Course Content

## Leadership (25 Questions)

Organizational Structures and Culture  
Leadership Challenges Teams and Team  
Processes Types of teams  
ASQ Code of Ethics

## Strategic Plan Development and Deployment (15 Questions)

Strategic Planning Models  
Business Environment Analysis  
Strategic Plan Deployment

## Management Elements and Methods (32 Questions)

Management Skills and Abilities  
Communication Skills and Abilities  
Project Management  
Quality System  
Quality Models and Theories

## Quality Management Tools (28 Questions)

Problem-Solving Tools  
Process Management  
Measurement: Assessment and Metrics  
Statistical analysis

## Customer-Focused Organizations (20 Questions)

Customer Identification and Segmentation  
Customer Relationship Management

## Supply Chain Management (15 Questions)

Supplier Selection Supplier Communications  
Supplier Performance Supplier Improvement  
Supplier Certification, Partnerships, and Alliances  
Supplier Logistics

## Training and Development (15 Questions)

Needs Analysis Training Materials/Curriculum  
Development and Delivery  
Training Effectiveness and Evaluation

## Topics for the Constructed-Response (Essay)

Portion of the Manager of Quality/Organizational  
Excellence Exam

CR-1. Leadership  
CR-2. Strategy Development and Deployment  
CR-3. Management  
CR-4. Customer Focus  
CR-5. Supplier Management  
CR-6. Training and Development

## Construction-Response Essay detail

Candidates will be presented with three open-ended questions from which they can select the two that they prefer to answer. Candidates will have 45 minutes in which to write responses to the two chosen situations. Prior to the start of the constructed-response portion of the exam, candidates will be given 5 minutes to review and select their situations. Candidates may split their time spent on the problems as they like. Their responses will be graded on their knowledge of quality management as it relates to the content areas listed below and in the following skills and abilities: communication, critical-thinking, personnel management, general management.

## CMQ/OE Certification Process

### About ASQ

The American Society for Quality (ASQ) is the world's leading authority on quality. With more than 100,000 individual and organizational members, this professional association advances learning, quality improvement, and knowledge exchange to improve business results, and to create better workplaces and communities worldwide. For more information, please log on to

[www.asq.org](http://www.asq.org).

### Pre-requisites:

#### Experience requirements

According to your education level, you must have the following years of on-the-job experience in one or more of the areas of the Certified Manager of Quality/Organizational Excellence Body of Knowledge.

Diploma—9 years experience

Bachelor's degree—6 years experience

Master's & above—5 years experience

A minimum of five years of this experience must be in a decision-making position. This may or may not include management or supervisory positions.

### Examination Details

Each certification candidate is required to pass a written examination that consists of multiple-choice questions that measure comprehension of the Body of Knowledge.

The Manager of Quality/Organizational Excellence examination is a four-hour, two-part examination—150 multiple choice questions and two constructed response (essay) questions.

Examinations are conducted twice a year, in March and October by local ASQ sections.

The multiple choice portion of this examination is open-book; the constructed response portion is CLOSED BOOK.

### Examination Application Process

We will give complete assistance in applying for the exam.

### Passing Score

ASQ certification exams use a "cut-score" process. You need a score of 550 points out of a possible 750 to be certified.

### Recertification

To maintain the integrity of your Manager of Quality/Organizational Excellence certification, ASQ requires that you recertify every three years.

### Two Ways to Recertify

Obtain a minimum of 18 recertification units (RUs) during your three-year certification period. Document them in your recertification journal.

Examination: Sit for the exam. (Required if your certification expired and is past the six-month grace period.)

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