

# ASQ Certified Manager of Quality – Organizational Excellence Refresher Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-09-01

**End Date:** 2026-09-05

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** QAPC

**Course Code:** QAPC-9

## Syllabus

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### Course Syllabus

#### Introduction

#### Who should attend:

Individuals who desire to reinforce their skills, knowledge, and capacity to understand the Certified Manager of Quality/ Organizational Excellence Body of Knowledge in preparation for taking the ASQ Certified Manager of Quality/Organizational Excellence Examination.

#### Objectives

- Review the Body of Knowledge in preparation for the ASQ Certified Manager of Quality/Organizational Excellence examination.

- Practice sample tests.
- This course is designed and developed by ASQ's Quality Management Division. The course is presented in a way that reinforces current knowledge, re-introduces applications that may not be used every day, explains the rationale for use,
- and highlights sample questions, both multiple choice and constructed response.

**NOTE 1: This course has pre-course reading assignments along with a practice test.**

**Evening homework is also assigned during the course.**

**NOTE 2: The Certified Manager of Quality/Organizational Excellence book (By R. Westcott) will be used as the main handbook for training and will be provided to participants on the first day.**

## **Content**

### **Introduction: Course Materials, Practice Questions and Bloom's Taxonomy**

- Body of Knowledge, Preparation Tips, Suggestions for More Effective Test-Taking

### **Organizational Leadership, Teams Strategy Development and Deployment**

- Leadership Styles
- Teams and Team Building Techniques
- Change Management

### **Strategic Plan Development and Deployment**

- Strategic Planning Models
- Business Environment Analysis
- Strategic Plan Deployment
- Organizational Performance Measurement

### **Management Elements and Methods**

- Principles of Management
- Management Theories, Styles and Tools
- Human Resources Management
- Financial Management
- Risk Management
- Communication Skills and Abilities
- Project Management
- Project Documentation
- Quality System
- ISO and Other Third-Party Standards

- The Seven Classic Quality Tools
- Mapping the Process
- Analyzing the Process
- Innovation and Creativity Tools
- Lean Tools
- Theory of Constraints (TOC)
- Basic Statistical Use
- Statistical Analysis
- Process Capability
- Qualitative Assessment

### **Customer-Focused Organizations**

- Customer Identification and Segmentation
- Internal and External Customers
- Customer Needs – Voice of the Customer
- Customer Satisfaction and Loyalty
- Basic Customer Service Principles

### **Supply Chain Management**

- Supplier Selection and Communications
- Supplier Performance and Improvement
- Supplier Certification, Partnership and Alliances

### **Training and Development**

- Training Needs Analysis and Plans
- Training Material Design and Delivery
- Training Effectiveness and Evaluation