

## CMQ/OE<sup>®</sup> Certification Preparation



The Certified Manager of Quality/Organizational Excellence 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.

**Quality excellence to enhance your career and boost your organization's bottom line**

### Contact us

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Educational Service Permit issued by *KHDA*, Dubai, UAE



## American Society for Quality

As a global quality community, ASQ advances the professional development, credentials, knowledge and information services, membership community and advocacy on behalf of millions of individual and organizational members in 140 countries.

## Certified Manager of Quality / Organizational Excellence - CMQ/OE

A Certified Manager of Quality/Organizational Excellence 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.

The Certified Manager of Quality/Organizational Excellence 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.

## Why choose 3FOLD for your CMQ/OE® Exam preparation?

1. PMI Global registered Education provider.
2. AACSB International Approved Education Provider.
3. HABC Approved Training Centre
4. Educational Service Permit by KHDA, Dubai.
5. Approved Exam Centre to conduct AACSB, NCMA and HABC Certification Exams.
6. Trained more than 9000+ students in the last 8 years.
7. Experienced faculty in industry and teaching
8. Very high exam pass success rate.
9. Refresh your knowledge with our Free Retrain Scheme\*.
10. Complete support to apply Certification Membership, Exam and Re-certification application process.

# ASQ CMQ/OE

# BODY OF KNOWLEDGE

This training program is completely aligned with CMQ/OE Body of Knowledge published by American Society for Quality, USA.

The topics in this Body of Knowledge (BOK) include descriptive details that will be used by the Exam Development Committee as guidelines for writing test questions.

## What you will learn in this program?

### 7 Key Areas

Leadership, Strategic Plan Development and Deployment,  
Management Elements and Methods, Quality Management  
Tools, Customer-Focused Organizations, Supply Chain  
Management, and Training and Development

### Several Skill Sets

1. Organizational Structures and Cultures
  2. Leadership Challenges
  3. Teams and Team Processes
  4. Business Environment Analysis
  5. Strategic Planning Models
  6. Management Skills and Analysis
  7. Project Management
  8. Problem Solving Tools
  9. Customer Identification and Segmentation
  10. Customer Relationship Management
  11. Supplier Selection
  12. Training Plans
  13. Communication Skills and Abilities
- and more .....

### Tools and Techniques

- ① SWOT analysis
- ② Team-building techniques
- ③ The seven classic quality tools
- ④ PDCA
- ⑤ Six Sigma DMAIC model
- ⑥ Cost of Quality
- ⑦ Critical Path Method
- ⑧ Cycle time reduction
- ⑨ Process Capability
- ⑩ Quality Function Deployment
- ⑪ Control Charts
- ⑫ Pareto Chart
- ⑬ Flowchart
- ⑭ Training Need Analysis
- ⑮ Basic financial tools
- ⑯ Project selection methods
- ⑰ PDPC
- ⑱ SPC
- ⑲ Quality Models
- ⑳ Survey Analysis

and more .....

# Contact us

## We also prepare you for the following certifications

1. FIDIC Contracts Management and Administration
2. Certified Management Accountant
3. Certified Cost Professional
4. LEED Green Associate & Accredited Professional
5. BS OHSAS 18001 Lead Auditor
6. ISO QMS 9001 Lead Auditor
7. ISO EMS 14001 Lead Auditor
8. Project Management Professional®
9. Certified Quality Engineer
10. Certified Six Sigma Black Belt
11. Certified Six Sigma Green Belt
12. Planning & Scheduling Professional

## OUR LOCATIONS

### Dubai

104, Al Safa F Business Centre,  
Zabeel Road, Karama, Dubai, UAE  
Phone: 04-3574622



### Dubai

#### Location Map

<http://bit.ly/3folddubai>  
GPS: 25.247685,55.309017

### Doha

Room No 47, 6th Floor, Al Nasser Plaza  
Al Rayyan Road, Doha, Qatar  
Phone: 974 44271613/ 55219249



### Doha

#### Location Map

<http://bit.ly/3foldqatar>  
GPS: 25.290278,51.505237

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[www.qualityexamstudy.com](http://www.qualityexamstudy.com)