

# 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



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QUESTIONS