



LOYALIST TRAINING & KNOWLEDGE CENTRE

Certified Manager of Quality/Organizational Excellence

Develop the skills and knowledge to help your organization drive improvement
To your bottom line.

Nearly every organization knows that it needs to improve, whether through cost reduction, productivity gains, customer relationships, revenue growth or how it treats its people. Although line management is ultimately responsible, most organizations have realized that they can get results much more quickly if they have skilled internal champions, individuals who have the tools, knowledge and people skills to get others to **want** to do what needs to be done.

This program, developed by the American Society for Quality (a global organization devoted to improvement), will equip participants to expand their leadership role in bringing about improvement. The program will enable participants to write the ASQ-administered certification examination.

Who Should Attend

- Continuous improvement, Lean, 6 Sigma or process champions
- Team Leaders, Managers and Supervisors who are responsible for driving improvement

What You Will Learn

- The 7 components of the Body of Knowledge described in **Seminar Content**
- How to lead and champion any type of process improvement, from shop floor to board room
- How to coach individuals and teams to deliver better results than they ever thought possible
- Help senior leaders navigate their way in an increasingly challenging business environment

Duration

This workshop lasts 4 days, . The final day is devoted to preparing for the certification exam.

Seminar Content

1. Leadership including organizational structure; roles and responsibilities; change management; empowerment; and all aspects of teamwork
2. Strategic planning development and deployment, including business environment analysis; action planning; and the role of Quality
3. Management elements including principles of management; management tools; functions within management; communications; project management; quality systems and models
4. Quality management tools, including problem solving; management and planning; process improvement; lean; measurement and analysis; and surveys
5. Customer relationships including segmentation; customer satisfaction; and principles of customer service
6. Supply chain management including supplier selection; monitoring supplier performance; and supplier logistics
7. Training and development including needs analysis; developing training programs; and evaluating training effectiveness

Benefits to Individuals

- Gives you new skills and upgraded proficiency
- Provides appropriate tools and methods to help you get the job done
- Enables you to help any part of your organization
- Certification increases your personal value

Benefits to Organizations

- Increases your competitive advantage by applying systematic methods of improvement
- Knowledgeable professionals who can assure product and service quality
- Makes sure that everyone speaks a common language and can identify improvement opportunities

Dates

Sept. 12, Oct. 23 & 24, Nov. 14, 2013

Investment

\$2,195 per person which includes:

- A comprehensive notebook
- Hardcover reference book
- ASQ 1 year membership
- Fee for the certification exam.

Lunches and refreshments are also included.

Education and/or Experience (PREREQUISITE)

You must have 10 years of on-the-job experience in one or more areas of the Certified Manager of Quality/Organizational Excellence Body of knowledge. A minimum of five years of this experience must be in a decision-making position, defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions.

If you've been certified by ASQ as a Quality Auditor, Reliability Engineer, Software Quality Engineer, or Quality Engineer, experience used to qualify for certification in these fields applies to certification as a Manager of Quality/Organizational Excellence, as long as the 10-year minimum requirement is met.

If you have completed a degree from a college, university, or technical school with accreditation accepted by ASQ, part of the 10-year experience requirement may be waived (only one of these waivers may be claimed):

- Diploma from a technical or trade school – one year will be waived
- Associate degree – two years waived
- Bachelor's degree – four years waived
- Master's or doctorate – five years waived

Degrees or diplomas from educational institutions outside the United States must be the equivalent to degrees from U.S. Educational institutions.

For more information, contact Chuck O'Malley, LTKC at comalley@loyalistc.on.ca, or call 613-966-8121.

To register, contact Brenda Blaind, LTKC at bblaind@loyalistc.on.ca, or call 613-969-8121.

