

Course Objectives

The program offered is designed to coach and mentor participants with management skills as well as technical knowledge required of a manager. The programme coverage includes quality standards and concepts, and all other aspects of organisations & their functions. The course will look at how managers can support the attainment of organisational goals, whilst ensuring customer satisfaction and focus. At the end of the course, participants will be able to drive organisation's own quality programme.

On your successful completion you will be awarded the AOQ MQ/OE Completion Certificate.

The candidates at the conclusion of the programme have the option of taking the ASQ certification Test. – The requirements for this are -

Who Should Attend

Engineers, managers, and department managers responsible for quality systems in their organizations

Entry Requirements

A diploma or degree with at least 5 years working experience in the quality field

For ASQ Certification Ten years of on-the-job experience in one or more of the 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.

Course Contents

Module 1 : Management

- Principles of Management, Communications, The Quality System

Module 2 : Leadership

- Organizational Leadership, Team Processes, Projects

Module 3 : Strategy Development and Deployment

- Environmental Analysis, Strategic Planning and Assessment, Deployment

Module 4 : Quality Management Tools

- Problem Solving tools, Measurement : Assessment and Metrics, Process Management Approaches-I

Module 5 : Customer-Focused Organizations

- Process Management Approaches – II, Customer Identification and Segmentation, Customer relationship management and commitment

Module 6 : Quality Models

- Supplier Performance, Training and Development, Quality Models

Module 7 : Case Studies

Course Duration

Approx 6 months:

Classroom Training – 15 days spread over 4 months

Project Presentation – within 2 months after classroom training

Course Date

Commencing on 17 August 2010

All fees stated are inclusive of 10% GST; training materials, light meals.

Above information is correct at the time of printing. AOQ reserves the right to make changes to it when necessary.

	AOQ Member	Non-Member
Manager of Quality /Organisational Excellence	\$ 4700	\$ 5060