



香港品質學會

**Workshop
on
Body of Knowledge for
Manager of Quality / Organizational Excellence**

31 August – 5 October 2019
(5 Saturday afternoons)

2019 Intake
Based on the New BoK

**Organized by
Hong Kong Society for Quality**

Web site: www.hksq.org

Email: info@hksq.org

The Body of Knowledge for Manager of Quality/Organizational Excellence provides useful guidance for candidates preparing to take ASQ's Certified Manager of Quality/Organizational Excellence (CMQ/OE) Examination



Each participant will receive a copy of CMQ/OE Primer (740+ pages) and the Electronic CMQ Exam (with 1,000 questions and solutions), published by Quality Council of Indiana, USA

Co-organizer:



Supporting body:



Objectives of the Workshop

Since 1968, more than 130,000 individuals around the world have become certified through American Society for Quality (ASQ) in recognition of their knowledge and proficiency in, and comprehension of, a particular quality area. The value of ASQ certification as perceived in the global marketplace is ever-increasing. Currently ASQ offers 17 certifications covering roles such as Manager of Quality / Organizational Excellence (MQ/OE), Quality Auditor, Quality Engineer, Master Black Belt, Six Sigma Black Belt, Reliability Engineer, Software Engineer, Pharmaceutical GMP Professional, and HACCP Auditor.

This Workshop is designed to review the basic knowledge and relevant techniques listed in the Body of Knowledge (BoK) of ASQ's Certified MQ/OE Program*.

On completion of this Workshop, participants will be more familiar with the knowledge and tools that are expected to be put to good use by an ASQ CMQ/OE.

Theories will be brief, the emphasis of this Workshop is to highlight key areas of the knowledge domain and to develop effective test taking skills.

Outline of the Workshop

1. Leadership

- Organizational Structures and culture
- Leadership Challenges
- Change Management
- Empowerment
- Teams & Team Processes

2. Strategy Development

- Strategic Planning Models
- Business Environment Analysis
- Internal capability analysis
- Strategic plan deployment

3. Management Skills

- Management Skills & Abilities
- Communication skills
- Project management

4. Quality Systems and Models

- Quality Systems
- Quality Models and theories
- MBNQA Criteria
- ISO and other standards

5. Management Tools

- Problem solving tools
- Process Improvement tools
- Innovation and creativity tools
- Cost of Quality
- Process Management & Lean tools

6. Measurement Tools

- Statistical analysis
- Trend and pattern analysis
- Process capability
- Reliability and validity
- Qualitative assessment

7. Customer Focus

- Internal customers
- External customers
- Customer relationship management

8. Supplier Management

- Supplier selection
- Supplier performance assessment
- Supplier improvement
- Supplier certification programs
- Supplier logistics management

9. Training and Development

- Training plans
- Training needs analysis
- Training materials development
- Evaluating training effectiveness



The Global Voice of Quality™

* For information about the CMQ/OE Program, visit ASQ's web site at: asq.org/cert/manager-of-quality

Who should attend?

This course is designed for quality managers and engineers who wish to obtain recognition as ASQ CMQ/OE, or quality professionals who wish to refresh their familiarity with the concepts, tools and methodologies in the BoK for ASQ's CMQ/OE Program.

Starting in September 2019, the 2019 CMQ/OE BoK will be tested, and the 2019 CMQ/OE BoK features a different examination structure. This Intake of the Workshop will be based on the 2019 CMQ/OE BoK.

The examination is computer-based and offered in English. It is one-part and the total time is 4 hours and 30 minutes.

Instructors

Dr. Albert H.C. Tsang
Mr. Y.C. Tsim, and Mr. Martin Mak

Authorized trainers of HKSQ

Venue

TQM Training Room
11/F, Lockhart Centre
301 Lockhart Road, Wan Chai, HK

Date & Time

31 August 2019
7, 21, 28 September 2019
5 October 2019

Total 5 Saturday afternoons
All sessions start at 2:00 pm till 6:00 pm

How to apply for Enrollment?

1. Complete the registration form and prepare a crossed cheque for the appropriate course fees payable to "The Hong Kong Society for Quality Ltd." Fees paid are not refundable.
2. Send the registration form and the cheque to the following address:

Dr. Albert Tsang
Hong Kong Society for Quality
P.O. Box 84375
Hung Hom Bay Post Office
Kowloon, Hong Kong

3. Registration form should reach us on or before **28 August 2019**

Seats are limited and will be allocated on a first-come-first-served basis.

HKSQ reserves the right in cancellation (in such case, the paid fees will be refunded) and re-arrangement of the course details when necessary.

Certificate

Participants with 70%+ attendance will receive a Certificate of Attendance on completion of the Workshop

If you have questions

Call Dr. Albert Tsang at 9182-7810 by phone, or send email to info@hksq.org or dr.albert.tsang@gmail.com

*** Registration fee per participant**

HK\$4,100 for members of HKSQ / ASQ, or clients of TQM Consultants Co., Ltd.,
HK\$4,400 for others. The course fee covers a copy of CMQ/OE Primer and
the CMQ Exam CD, both published by Quality Council of Indiana, USA

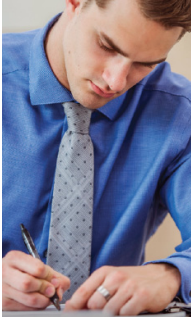
** The registration fee of this Workshop does not cover the application fee for taking the ASQ CMQ/OE Examination.*

Workshop on Body of Knowledge (BOK) for Management of Quality / Organizational Excellence

31 August – 5 October 2019

Past participants of this Workshop came from the following organizations:

Active Tools Int'l (HK) Ltd.	Maunsell Consultants Asia Ltd.
Alent HK Ltd. - Alpha Metals	Meadwestvaco HK Ltd.
Amazon.cn	Merry Chance Industrial Ltd.
Amoy Food Ltd.	MKS Instruments
Armour Hong Kong Ltd	NEC Platform Technologies HK
CLP Power HK Ltd.	Ninjiom Medicine Mfy (H.K.) Ltd.
CMA Industrial Development Foundation Ltd	Nokia HK Ltd.
Consumer Council	Nun Jiom Medicine Mfg (HK) Ltd.
Continental Conair Ltd	Patterson Medical Ltd.
Correctional Services Department	Patterson Medical Ltd.
Edgewell Personal Care – Playtex	Paul Y. – Yau Lee Joint Venture
Emerson Network Power	Paul Y. Management Ltd.
Ericsson	Philips Electronics HK Ltd.
ETQM Centre	PVH Far East
EWIG Ind. Co. Ltd.	Ricoh HK Ltd.
Flextronics Industrial Ltd	RMSM HK Ltd.
Foshan City Nanhai Mattel Diecast Co., Ltd	Saitek Electronics
Fugi Xerox	Samsonite Asia Ltd.
G2000	San Miguel Brewery HK Ltd
Grainger International Inc.	Shun Sang (HK) Co. Ltd.
Great Eagle Property Management	Simway Electrical Co., Int'l Ltd.
HAECO	Sky Technology Co. Ltd.
Hallmark Cards	Specialized Technology Resources (HK) Ltd
Hoe Hin Pak Fah Yeow Mfg Ltd.	Sphero
Hong Kong Airlines	STR (HK) Ltd
Honor Tone	Strottman International Inc.
Item Industries Ltd.	Supplier CML Management Ltd.
Jabil Circuit (G2) Ltd.	Synergis Management Services
Janssen	Technoform Bantel HK Ltd.
Jing Mei Ind. Ltd.	The Dow Chemical Company
Kaufland HK Limited	Toneluck International Industrial Ltd.
Life Fitness Asia Pacific Ltd.	TVB Com Ltd.
LSG Luftansa Service	UL VS HK Ltd.
Master Dynamic Limited	VF Asia Ltd.
Matilda International Hospital	World Family Ltd
Mattel	ZKG International



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31 August – 5 October 2019



Registration Form

(Deadline for registration: **28 August 2019**)

Mr./Ms*.: _____ (in Chinese) _____

* Delete whichever is inappropriate.

Correspondence Address:

_____ (E-mail) _____ (Telephone) _____ (Fax)

Company Name: _____

Position: _____

Department: _____

Address: _____

_____ (Telephone) _____ (Fax)

Please whatever is appropriate

- Self-financed Company Sponsored
 HKSQ member ASQ member Membership No.: _____
 TQM Client Others

A cheque made payable to “The Hong Kong Society for Quality Ltd.” for the amount of HK\$ _____ is enclosed. (The course fee per participant is HK\$ 4,100 for members of HKSQ / ASQ, or clients of TQM Consultants Co., Ltd., HK\$ 4,400 for others.)

Signature: _____ Date: _____

Send completed registration form with payment to: Dr. Albert Tsang, Hong Kong Society for Quality, P.O. Box 84375, Hunghom Bay Post Office, Hung Hom, Kowloon.

For enquiries, contact Dr. Albert Tsang at 9182-7810 by phone, or send email to:

info@hksq.org or dr.albert.tsang@gmail.com