



香港品質學會

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

**7 January – 25 February 2012
(7 Saturday afternoons)**

**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 (790 pages)



Supported by:
TQM Consultants Co Ltd
www.tqm.com.hk

Objectives of the Workshop

This Workshop is designed to review the basic knowledge and relevant techniques listed in the Body of Knowledge (BOK) of ASQ's (American Society for Quality) Certified Manager of Quality / Organizational Excellence (CMQ/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 Certified Manager of Quality / Organizational Excellence.

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 & 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



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

Who should attend

This course is designed for quality managers and engineers who wish to obtain recognition as ASQ Certified Manager of Quality/Organizational Excellence, or quality professionals who wish to refresh their familiarity with the concepts, methodologies and tools in the Body of Knowledge (BoK) for ASQ's CMQ/OE Certification Program.

The CMQ/OE examination is a four-hour, two-part examination – 150 multiple-choice questions and two essay questions. It is offered in English.

Lecturers

Dr. Vincent W.S. Yeung
Dr. Albert H.C. Tsang

Department of Industrial & Systems
Engineering
The Hong Kong Polytechnic
University

Venue

Room EF619
The Hong Kong Polytechnic
University
Hung Hom, Kowloon

Date & Time

7, 14, 21 January 2012
4, 11, 18, 25 February 2012

Total 7 Saturday afternoons

All sessions start at 2:30 till 5:30 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. Vincent W.S. Yeung
Hong Kong Society for Quality
c/o Department of Industrial &
Systems Engineering
The Hong Kong Polytechnic
University
Hung Hom, Kowloon
(Fax: 2362-5267)
3. Registration form should reach us before 24 December 2011

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.

If you have questions

Call Dr. Vincent W.S. Yeung at 2766-4977 or Dr. Albert Tsang at 2766-6591 by phone, or send fax to 2362-5267

Course fee per participant

HK\$2,900 for HKSQ members, clients of TQM Consultants Co., Ltd. or Techmax Information Technology (HK) Co., HK\$3,100 for others. The course fee covers a copy of CMQ/OE Primer published by Quality Council of Indiana, USA

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on
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7 January – 25 February 2012

(Deadline for registration: 24 December 2011)

Registration Form

Ir./Dr./Mr./Mrs./Ms.: _____ (in Chinese) _____

Correspondence Address:

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

Company Name: _____

Position: _____

Department: _____

Address: _____

_____ (Telephone) (Fax)

Please whatever is appropriate

Self-financed Company Sponsored

HKSQ member Membership No.: _____

TQM Client Techmax Client Others

A cheque payable to “The Hong Kong Society for Quality Ltd.” for the amount of HK\$ _____ is enclosed. (The course fee is HK\$ 2,900 for HKSQ members, clients of TQM Consultants Co, Ltd. or Techmax Information Technology (HK) Co., HK\$ 3,100 for others)

Signature: _____ Date: _____

Please send completed registration form with payment to: Dr. Vincent W.S. Yeung, Department of Industrial & Systems Engineering, The Hong Kong Polytechnic University, Hung Hom, Kowloon.

For enquiries, please call Dr. Vincent W.S. Yeung at 2766-4977 or Dr. Albert Tsang at 2766-6591, fax 2362-5267, or send email to mfvincnt@inet.polyu.edu.hk or info@hksq.org