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

15 October 2016 – 26 November 2016
(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 (700+ pages), CMQ Solutions Text with 400 practice questions and explanations, as well as the CMQ Exam CD (with 1,000 questions and solutions), published by Quality Council of Indiana, USA.

Co-organizer: TQM Consultants Co., Ltd.
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 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 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

* For information about the CMQ/OE Program, please 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 Certified Manager of Quality/Organizational Excellence (CMQ/OE), 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.

Instructors
Dr. Albert H.C. Tsang
Dr. Vincent W.S. Yeung
Department of Industrial & Systems Engineering
The Hong Kong Polytechnic University

Venue
Room EF619
The Hong Kong Polytechnic University
Hung Hom, Kowloon

Date & Time
15, 22, 29 October 2016
5, 12, 19, 26 November 2016
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. Albert Tsang
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 7 October 2016

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

Course fee per participant
HK$4,100 for HKSQ / ASQ members and clients of TQM Consultants Co., Ltd., HK$4,300 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
HKSQ Workshop
on
Body of Knowledge for Manager of Quality / Organizational Excellence
15 October 2016 – 26 November 2016
(Deadline for registration: 7 October 2016)

Registration Form

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

Correspondence Address:

__________________________________________

E-mail address
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 payable to “The Hong Kong Society for Quality Ltd.” for the amount of HK$ ______ is enclosed. (The course fee is HK$ 4,100 for HKSQ / ASQ members and clients of TQM Consultants Co, Ltd., HK$ 4,300 for others)

Signature: ___________________________ Date: ___________________________

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

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