

Certified Quality Manager (CQM)

Course Outline



www.gaqm.org

What Modules are covered?

Module - 1

Quality and Global Competitiveness
Quality Management, Ethics, and Corporate Social Responsibility
Quality Culture: Changing Hearts, Minds, and Attitudes
Strategic Management: Planning and Execution for Competitive Advantage
Partnering and Strategic Alliances
Customer Satisfaction, Retention, and Loyalty
Employee Empowerment

Module - 2

Leadership and Change
Team Building and Teamwork
Effective Communication
Education and Training
Overcoming Politics and Negativity
Conflict in the Workplace
ISO 9000 and Total Quality: The Relationship

Module - 3

Overview of Total Quality Tools
Problem Solving and Decision Making
Quality Function Deployment
Optimizing and Controlling Processes through Statistical Process Control
Continual Improvement Methods with Six Sigma, Lean and Lean Six Sigma
Benchmarking
Just-in-Time/Lean Manufacturing (JIT/Lean)
Implementing Total Quality Management

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