



B U S I N E S S
EXCELLENCE
C O N S U L T I N G **Inc.**

Passion for Quality

TRAINING TITLE:

ASQ Certified Manager of Quality and Organizational Excellence Academia (ACAD-005)

OVERVIEW:

The Certified Manager of Quality and Organizational Excellence is a professional who leads and champions process-improvement initiatives, everywhere from small businesses to multinational corporations, that can have regional or global focus in a variety of service and industrial settings. A Certified Manager of Quality and Organizational Excellence facilitates and leads team efforts to establish and monitor customer and supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement.

TARGET GROUP FOR THE TRAINING:

This training is aimed at all persons interested in preparing for the ASQ Certified Manager of Quality and Organizational Excellence exam provided twice per year.

LEARNING OBJECTIVES:

- Identify the most widely used quality management tools and techniques
- Apply the appropriate tools for each situation faced on a daily basis by a quality manager
- Prepare for the ASQ Certified Manager of Quality and Organizational Excellence exam

MATERIALS:

Each participant will receive:

- *CMQ Primer and Solution Text*, published by Quality Council of Indiana
- *The Certified Manager of Quality / Organizational Excellence Handbook*, published by ASQ Quality Press
- Certificate of Attendance

TRAINING DURATION:

28 contact hours



BEC is authorized by IACET to offer 2.8 CEUs for this program. FULL attendance to the learning event is mandatory to receive CEUs.

COURSE INSTRUCTOR:

Arlene Delgado Velázquez is a training consultant within the FDA-regulated industries and educational sectors with over 20 years of experience. She has a Bachelor Degree in Industrial Microbiology from the University of Puerto Rico, at Humacao Campus. She also has a Master Degree in Industrial Engineering in Manufacturing Competitiveness and Quality Management from the Polytechnic University of Puerto Rico, in Hato Rey, P.R. Since year 2013, she is fully devoted to consulting under Business Excellence Consulting Inc, focusing on training on related Quality sectors. She also serves as professor in the Humacao Community College for Biology, Biotechnology, Microbiology and Validation, and GMP courses. She is an ASQ Certified Six Sigma Green Belt, Manager of Quality & Organizational Excellence and Certified Quality Auditor.

Solmarie Vélez Rivera is a training consultant within the FDA-regulated industries with over 20 years of experience. She has a Bachelor Degree in Industrial Engineering from the University of Puerto Rico at Mayaguez Campus. She also has a Master Degree in Business Administration from University of Phoenix, Puerto Rico Site. Since year 2013, she is fully devoted to consulting under Business Excellence Consulting Inc, focusing on training on ASQ Certified Quality Auditor Academia, Internal Audits Program, Quality Systems Regulations (21CFR820), CAPA, Root Cause Analysis, Technical Writing, and other topics. She is an ASQ Certified Quality Auditor, Manager of Quality & Organizational Excellence, Biomedical Auditor, and HACCP Auditor.

Manuel E. Peña-Rodríguez is a process improvement and training consultant within the textiles, electronics, and FDA-regulated industries with more than 20 years of experience in those fields. Since January 2006, he is fully devoted to consulting under Business Excellence Consulting Inc, focusing on training and implementation of Lean Six Sigma initiatives and CAPA / Root Cause Analysis workshops. He also serves as professor in the graduate program in biochemistry at the University of Puerto Rico, Medical Sciences Campus, in San Juan. Manuel received his J.D. degree from the Pontifical Catholic University of Puerto Rico and his master's of engineering in Engineering Management from Cornell University in Ithaca NY. He is also a licensed Professional Engineer registered in Puerto Rico. Manuel is an ASQ Certified Six Sigma Black Belt, Manager of Quality & Organizational Excellence, Quality Engineer, Quality Auditor, Biomedical Auditor, and HACCP Auditor. He is also a Senior member of ASQ and former Chair of the Puerto Rico ASQ Section. He is the author of the book "*Statistical Process Control for the FDA-Regulated Industry*", published by ASQ Quality Press in April 2013 and co-author (with José Rodríguez-Pérez) of the article "*Fail-Safe FMEA*" published in the January 2012 edition of the ASQ Quality Progress magazine.



Title: ASQ Certified Manager of Quality and Organizational Excellence (Day 1)

Lunch from 12:00 – 13:00.

Coffee break: 15 min. each during morning and afternoon session. Time schedule are rough estimates and may vary consequently.

Agenda

8:30 – 9:00	Certification Overview
9:00 – 10:15	Leadership <ul style="list-style-type: none"> • Organizational structure and culture • Leader roles and responsibilities • Manager roles and responsibilities • Change management • Motivation and negotiation
10:15 – 10:30	Break
10:30 – 12:00	Leadership (cont.) <ul style="list-style-type: none"> • Types of teams • Team development stages • Team roles and responsibilities • Team performance and evaluation • Practice exercises
12:00 – 13:00	Lunch
13:00 – 15:00	Strategic Development <ul style="list-style-type: none"> • Strategic planning models • Business environment analysis • Strategic plan deployment • Practice exercises
15:00 – 15:15	Break
15:15 – 17:00	Management Skills <ul style="list-style-type: none"> • Management skills and abilities • Communication skills • Project management skills • Practice exercises



Title: ASQ Certified Manager of Quality and Organizational Excellence (Day 2)

Lunch from 12:00 – 13:00.

Coffee break: 15 min. each during morning and afternoon session. Time schedule are rough estimates and may vary consequently.

Agenda

8:30 – 10:15	Quality Systems and Models <ul style="list-style-type: none"> • Quality mission and policy • Quality planning and deployment • Quality system effectiveness
10:15 – 10:30	Break
10:30 – 12:00	Quality Systems and Models (cont.) <ul style="list-style-type: none"> • MBNQA criteria • ISO and other standards • Other quality methodologies • Quality philosophies • Practice exercises
12:00 – 13:00	Lunch
13:00 – 15:00	Management Tools <ul style="list-style-type: none"> • The seven classic quality tools • Basic management and planning tools • Process improvement tools • Cost of quality
15:00 – 15:15	Break
15:15 – 17:00	Management Tools (cont.) <ul style="list-style-type: none"> • Process management • Process goals • Process analysis • Lean tools • Theory of constraints • Practice exercises



Title: ASQ Certified Manager of Quality and Organizational Excellence (Day 3)

Lunch from 12:00 – 13:00.

Coffee break: 15 min. each during morning and afternoon session. Time schedule are rough estimates and may vary consequently.

Agenda

8:30 – 10:15	Measurement Tools <ul style="list-style-type: none"> • Basic statistical tools • Sampling • Statistical analysis • Trend pattern analysis • Theory of variation
10:15 – 10:30	Break
10:30 – 12:00	Measurement Tools (cont.) <ul style="list-style-type: none"> • Process capability • Qualitative analysis • Survey analysis and use • Practice exercises
12:00 – 13:00	Lunch
13:00 – 15:00	Customer Focus <ul style="list-style-type: none"> • Customer identification • Internal customers • External customers
15:00 – 15:15	Break
15:15 – 17:00	Customer Focus (cont.) <ul style="list-style-type: none"> • Customer relationship management • Customer needs • Customer satisfaction and loyalty • Customer service principles • Multiple customers management • Practice exercises



Title: ASQ Certified Manager of Quality and Organizational Excellence (Day 4)

Lunch from 12:00 – 13:00.

Coffee break: 15 min. each during morning and afternoon session. Time schedule are rough estimates and may vary consequently.

Agenda

8:30 – 10:15	Supplier Management <ul style="list-style-type: none"> • Supplier selection • Supplier communication • Supplier performance assessment • Supplier improvement
10:15 – 10:30	Break
10:30 – 12:00	Supplier Management (cont.) <ul style="list-style-type: none"> • Supplier certification programs • Supplier partnerships and alliances • Supplier logistics management • Practice exercises
12:00 – 13:00	Lunch
13:00 – 15:00	Training and Development <ul style="list-style-type: none"> • Training plans • Training needs analysis • Training materials development • Methods of training delivery • Evaluating training effectiveness • Practice exercises
15:00 – 15:15	Break
15:15 – 17:00	Essay Questions Examples <ul style="list-style-type: none"> • Essay questions • Practice exercises