

# CMQ/OE CERTIFIED MANAGER OF QUALITY/ORGANIZATIONA L EXCELLENCE

## Leadership

- A. Organizational Structures and Culture
- B. Leadership Challenges
- C. Teams and Team Processes
- D. ASQ Code of Ethics

## Strategic Plan Development and Deployment

- A. Strategic Planning Models
- B. B. Business Environment Analysis.
- C. C. Strategic Plan Deployment

## Management Elements and Methods

- A. Management Skills and Abilities
- B. Communication Skills and Abilitie.
- C. Project Management
- D. Quality System
- E. Quality Models and Theories

## Quality Management Tools

- A. Problem-Solving Tools
- B. Process Management
- C. Measurement: Assessment and Metrics

## Customer-Focused Organizations

- A. Customer Identification and Segmentation
- B. B. Customer Relationship Management