



香港品質學會

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

**14 July – 11 August 2018  
(5 Saturday afternoons)**



**Organized by  
Hong Kong Society for Quality**

Web site: [www.hksq.org](http://www.hksq.org)

Email: [info@hksq.org](mailto: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) and the CMQ Exam CD (with 1,000 questions and solutions), published by Quality Council of Indiana, USA

Co-organizer:



Supporting body:



TQM Consultants Co., Ltd.  
[www.tqm.com.hk](http://www.tqm.com.hk)

## 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

## 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, tools and methodologies 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  
Mr. Y.C. Tsim, and Mr. Martin Mak

Authorized trainers of  
Hong Kong Society for Quality

## Venue

TQM Training Room  
11/F, Lockhart Centre  
301 Lockhart Road, Wan Chai, HK

## Date & Time

14, 21, 28 July 2018  
4, 11 August 2018

Total 5 Saturday afternoons  
All sessions start at 2:00 pm till 6:00 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  
P.O. Box 84375  
Hung Hom Bay Post Office  
Kowloon, Hong Kong
3. Registration form should reach us before 10 July 2018

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.

## Certificate

Participants with 70%+ attendance will receive a Certificate of Attendance on completion of the Workshop

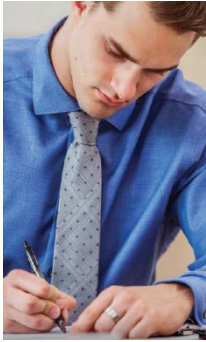
## If you have questions

Call Dr. Albert Tsang at 9182-7810 by phone, or send email to [info@hksq.org](mailto:info@hksq.org) or [dr.albert.tsang@gmail.com](mailto:dr.albert.tsang@gmail.com)

### **\* Registration fee per participant**

HK\$4,100 for members of HKSQ / ASQ, or clients of TQM Consultants Co., Ltd.,  
HK\$4,400 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

*\* The registration fee of this Workshop does not cover the application fee for taking the ASQ CMQ/OE Examination.*



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**Registration Form**

(Deadline for registration: 10 July 2018)

Mr./Ms\*.: \_\_\_\_\_ (in Chinese) \_\_\_\_\_

\* Delete whichever is inappropriate.

Correspondence Address:

\_\_\_\_\_

\_\_\_\_\_ (E-mail) \_\_\_\_\_ (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 made payable to “The Hong Kong Society for Quality Ltd.” for the amount of HK\$ \_\_\_\_\_ is enclosed. (The course fee per participant is HK\$ 4,100 for members of HKSQ / ASQ, or clients of TQM Consultants Co., Ltd., HK\$ 4,400 for others.)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Send completed registration form with payment to: Dr. Albert Tsang, Hong Kong Society for Quality, P.O. Box 84375, Hunghom Bay Post Office, Hung Hom, Kowloon.

For enquiries, contact Dr. Albert Tsang at 9182-7810 by phone, or send email to:

[info@hksq.org](mailto:info@hksq.org) or [dr.albert.tsang@gmail.com](mailto:dr.albert.tsang@gmail.com)