**Certified Manager of Quality/Organizational Excellence Course Outline**

Module I: Leadership

* Organizational Structures and Culture
* Leadership Challenges
* Teams and Team Processes
* ASQ Code of Ethics

Module II: Strategic Plan Development and Deployment

* Strategic Planning Models
* Business Environment Analysis
* Strategic Plan Deployment

Module III: Management Elements and Methods

* Management Skills and Abilities
* Communication skills and Abilities
* Project Management
* Quality System
* Quality Models and Theories

Module IV: Quality Management Tools

* Problem-Solving Tools
* Process Management
* Measurement-Assessment and Metrics

Module V: Customer-focused Organizations

* Customer Identification and Segmentation
* Customer Relationship Management

Module VI: Supply Chain Management

* Supplier Selection
* Supplier Communications
* Supplier Performance
* Supplier Improvement
* Supplier Certification, Partnerships, and Alliances
* Supplier Logistics

Module VII: Training and Development

* Training Plans
* Training Needs Analysis
* Training Materials and Curriculum Development
* Training Effectiveness and Evaluation