

MANAGER OF QUALITY/ORGANIZATIONAL EXCELLENCE CERTIFICATION CMQ/OE

WHO SHOULD CERTIFY?

The Certified Manager of Quality/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/Organizational Excellence facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement.

The Certified Manager of Quality/Organizational Excellence should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk, and employ knowledge management tools and techniques in resolving organizational challenges.

The Certified Manager of Quality/Organizational Excellence evolved from the certified quality manager as a way to broaden the scope of the examination. The Quality Management Division surveyed certified quality managers and other recognized subject matter experts.

The survey results indicated that not only had the Body of Knowledge for quality managers changed, but the name of the program itself must be updated to reflect the broader scope of this position. With the approval of the ASQ Certification Board, the Certified Quality Manager program became the Certified Manager of Quality/Organizational Excellence program.

Download the [Certified Manager of Quality/Organizational Excellence Brochure](#) (PDF, 340 KB).

Download the [Certified Manager of Quality/Organizational Excellence Fact Sheet](#) (PDF, 61 KB).