

WHY BECOME A CERTIFIED MANAGER OF QUALITY/ORGANIZATIONAL EXCELLENCE?

As a **Certified Manager of Quality/Organizational Excellence (CMQ/OE)** you will lead and champion 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.

What Are the Core Competencies of a CMQ/OE?

- Lead and champion process improvement initiatives in organizations that can have regional or global focus in a variety of product or service settings.
- Lead team efforts to establish and monitor customer/supplier relations; support strategic planning and deployment initiatives.
- Develop measurement systems to determine organizational improvement.
- 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.

What Is the Value to Your Company?

- Increase productivity and quality while lowering costs.
- Improve processes through the application of quality tools.
- Increase customer satisfaction with steady, consistent, and quality output.

What Is the Value to You?

- Improved knowledge, skills, and abilities qualify you for more positions within modern business industries that require demonstrated competency in quality management.
- CMQ/OEs with five years of experience make an average salary of \$90k per year; compared to those without certification, who make approximately \$70k (national average).*

*Please see the current Quality Progress Salary Survey at: asq.org/qualityprogress/.



Qualifications and Requirements for CMQ/OE Certification

Candidates must have 10 years of on-the-job experience in one or more of the areas of the Certified Manager of Quality/Organizational Excellence Body of Knowledge. A minimum of five years of this experience must be in a decision-making position, with the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions.

Education

Candidates who have completed a degree from a college, university, or technical school can waive part of the 10-year experience requirement as follows:

- Diploma from a technical or trade school— one year waived
- Associate's degree—two years waived
- Bachelor's degree—four years waived
- Master's or doctorate degree—five years waived

Manager of Quality/Organizational Excellence Learning Resources and Certification Preparation

- Manager of Quality/Organizational Excellence Certification Preparation Training (on-site and online learning)
- *The Certified Manager of Quality/Organizational Excellence Handbook, Fourth Edition*
- *Juran's Quality Handbook, Sixth Edition*

Recertification Required?

Yes, every three years.

How to Enroll for Certification

Visit asq.org/cert

MARKETPLACE INFORMATION

COMMON JOB FUNCTIONS

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| Consultant |
| Engineer |
| Manager |
| Manager of Quality/Organizational Excellence |

COMMON INDUSTRIES

| |
|----------------------|
| Aerospace |
| Electrical |
| Energy (Oil and Gas) |
| Government |
| Manufacturing |
| Medical Devices |
| Pharmaceutical |
| Service |

Key Market Trends

- Key trends in quality improvement include wider adoption of Six Sigma and lean methodologies to bring about greater efficiency in processes ranging from invoicing to manufacturing.
- From a total quality management standpoint, trends include broader adoption of quality management principles across industries and an increasing importance placed on sustainability.
- Each of these trends reflects the growing recognition that the term "quality" doesn't describe the responsibilities of a single department.
- Quality management concepts should apply to everything every business does.