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.
• Those with a job title of manager who also hold the ASQ manager of quality/organizational excellence certification earn a substantial 15.3% more, on average, than those without that certification.*

*Please see the current Quality Progress Salary Survey at: asq.org/qualityprogress/ under Tools and Resources.
MARKETPLACE INFORMATION

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

COMMON JOB FUNCTIONS
- Consultant
- Engineer
- Manager
- Manager of Quality/Organizational Excellence

COMMON INDUSTRIES
- Aerospace
- Electrical
- Energy (Oil and Gas)
- Government
- Manufacturing
- Medical Device
- 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.