

# CERTIFIED QUALITY MANAGER



## Objectives

To equip participants with the management as well as technical knowledge required of a manager. The programme coverage includes quality standards and concepts, and all other aspects of organisations & their functions. The course will also look at how managers can support the attainment of organisational goals, whilst ensuring customer satisfaction and focus. At the end of the course, participants will be able to drive organisation's own QMS.

## Duration

2 Saturdays per month | 8.45am to 5.15pm | 6 months | 101 hours

## Who should attend

Engineers, managers, and department managers responsible for quality systems in their organisations.

## Entry Requirement

A diploma or degree with at least 5 years working experience in the quality field.

## Course Fees

Member: S\$4,645.08

Non-Member: S\$5,585.98

*Registration Fee of S\$17.28 and Exam & Certification Fees of S\$216 apply*

*SDF funding & SkillsFuture applicable*

*All fees stated are inclusive of 8% GST*

## Assessment Method

Written examination - held approximately 4 weeks from end of course



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## Course Contents

### Organisational Leadership

- Organisational Leadership
- Team Processes
- The Quality System

### Principles of Management

- Principles of Management
- Communications
- Project Management

### Strategy Plan Development and Deployment

- Environmental Analysis
- Strategic Planning and Assessment
- Strategic Plan Deployment

### Quality Management Tools

- Problem Solving Tools
- Measurement: Assessment and Metrics
- Process Management Approaches I
- Process Management Approaches–II

### Customer-Focused Organisations

- Customer Identification and Segmentation
- Customer Satisfaction
- Customer Relationship Management and Commitment

### Supply Chain Management, Quality Models, Training & Development

- Supply Chain Management
- Quality Models
- Training and Development

## Key Benefits

- Leads process improvement initiatives in organisations that can have regional or global focus in a variety of product or service settings.
- Motivation and evaluate staff, manage projects and human resources Leading team efforts to establish and monitor customer / supplier relations, supports strategic planning and deployment initiatives.
- Determine and evaluate risk, and employ knowledge management tools and techniques in resolving organisational challenges.
- Develop measurement systems to determine organisational improvement.



Please refer to this URL  
<https://www.sqi.org.sg/courses/>  
or QR Code for soft copy  
and updated training schedule

### Membership Application

Register membership online at [www.sqi.org.sg/membership-join/](http://www.sqi.org.sg/membership-join/) or contact us to get the membership application form.

Membership Categories:

- ~ Organisation membership
- ~ Individual membership

Singapore Quality Institute (SQI) operates as a non-profit professional institute that promotes and advances excellence in the field of quality in Singapore; and actively champions quality initiatives in the region and around the world through networking and collaborating with other international quality organisations.

SQI is a World Partner of the American Society for Quality (ASQ); and a Board Member of both the Asian Network for Quality (ANQ) and the World Alliance for Chinese Quality (WACQ).

