

COURSE TITLE

CERTIFIED QUALITY MANAGER (CQM)

Introduction

This comprehensive program equips participants with advanced knowledge and practical skills to lead quality initiatives, transform organizational culture, foster excellence, and drive strategic improvements across diverse industries. Designed to prepare candidates for the SQI Certified Quality Manager (CQM) examination, the course emphasises real-world application of quality principles, tools and strategies—ideal for professionals seeking to advance their careers and achieve well-recognised certification.

Price

Member: S\$5,816.77

Non-Member: S\$6,436.91

*All fees stated are inclusive of
Registration & Exam. Fee and 9% GST

OBJECTIVES

By the end of the course, participants will be able to:

- Apply leadership principles to shape and reshape organisational culture and elevate performance
- Develop and deploy strategic plans using proven tools such as SWOT and Hoshin Kanri
- Manage critical organisational elements: HR, finance, risk, and knowledge management
- Utilise quality management tools for problem-solving and process improvement
- Implement customer-focused strategies and supply chain management
- Evaluate organisational performance using metrics and continuous improvement frameworks



SQI
INTERNATIONAL

WHO SHOULD ATTEND

- Quality managers, directors, and professionals aspiring to effective leadership roles
- Individuals responsible for strategic planning, process improvement, or organizational excellence

ENTRY REQUIREMENT

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

2026

Course Brochure

CERTIFIED
COURSES:
CERTIFIED
QUALITY
MANAGER (CQM)

COURSE CONTENTS

Organizational Leadership

- Organizational Leadership
- Team Processes
- The Quality System

Principles of Management

- Principles of Management
- Communications
- Project Management

Strategic 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 Organizations

- *AI/ML applications in quality domains*
- 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

TRAINER

This course is conducted by Trainers who are experts in their domains of quality principles, systems & standards, statistical principles and applications, measurement systems, problem solving and improvement tools and techniques, reliability management and product safety applications.

AWARD OF CERTIFICATE

Certificate of Successful Completion issue to participants who:

- Attend at least 75% of sessions
- Complete all trainer assigned tasks
- Pass the Certification Examination

DURATION

2 Saturdays per month
8.45am – 5.15pm
6 months
103 hours



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Our Work Partner in Quality

