

# CMQ/OE Manager of Quality Exam Preparation Course

6 – 10 September 2027
Milan

AGILE LEADERS
Training Center

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## Overview

CMQ/OE Manager of Quality Exam Preparation Course is a one-week advanced course for quality managers, operational excellence leaders, process improvement managers, and examination candidates, and participants leave with a CMQ/OE Readiness and Revision Plan. The course connects the current Body of Knowledge, quality leadership, strategic planning, management systems, customer and supplier focus, improvement tools, and diagnostic question practice. Agile Leaders Training Center presents CMQ/OE examination preparation.

## Who Should Attend

- Quality functions responsible for management systems, assurance, performance, and improvement
- Operational excellence functions responsible for process governance and transformation
- Business leaders responsible for strategy deployment and organizational results
- Customer and supplier quality functions responsible for relationship and performance controls
- Professionals responsible for preparing against the CMQ/OE Body of Knowledge

The course assumes participants already apply quality-management concepts at work and leaves introductory quality methods, examination eligibility decisions, and certification awards outside its scope.

## Departments and Industries

The course supports departments and industries that lead quality systems and organizational improvement.

- Quality assurance and quality management departments
- Operational excellence and continuous improvement functions
- Manufacturing, engineering, and technical services
- Healthcare, financial services, and professional services
- Customer experience and supplier management teams

## Learning Objectives

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

- Analyze the current CMQ/OE Body of Knowledge structure.
- Apply leadership and strategic-planning methods to examination scenarios.
- Evaluate quality systems, customer, supplier, and risk controls.
- Use improvement, problem-solving, and performance tools.
- Diagnose knowledge gaps through question analysis.

- Build a prioritized readiness and revision plan.

## Course Agenda

### Day 1: Map Leadership and Strategy Knowledge

- Current CMQ/OE Body of Knowledge Domain Map
- Leadership Roles and Organizational Structure Matrix
- Ethics, Governance, and Culture Scenario Analysis
- PESTLE and SWOT Strategic Context Tools
- Strategy Deployment and Resource Alignment Canvas

### Day 2: Govern Quality Management Systems

- Quality Management System Process Architecture
- Policy, Procedure, and Document Control Hierarchy
- Risk-Based Thinking and Control Selection Matrix
- Management Review Evidence Checklist
- Audit, Corrective Action, and CAPA Decision Path

### Day 3: Manage Customers, Suppliers, and Teams

- Voice of the Customer Translation Matrix
- Customer Experience and Satisfaction Measure Map
- Supplier Selection and Performance Scorecard
- Team Development and Facilitation Model
- Competency, Training, and Knowledge Transfer Plan

### Day 4: Apply Improvement and Performance Tools

- SIPOC and Process Ownership Analysis
- A3 and 8D Problem-Solving Comparison
- Statistical Process Control Interpretation Guide
- Cost of Quality and Performance Measure Tree
- Total Productive Maintenance and Reliability Review

### Day 5: Practice CMQ/OE Examination Decisions

- Suggested Exercise: Diagnose a Leadership Scenario
- Suggested Exercise: Evaluate a Quality System Case
- Suggested Exercise: Select an Improvement Method
- Suggested Exercise: Review Practice-Question Reasoning
- Capstone Exercise: Complete a CMQ/OE Readiness and Revision Plan

## Practical Exercises

The course uses suggested activities based on manufacturing, healthcare, financial-service, and professional-service cases.

- Suggested activity: classify case evidence against leadership, strategy, customer, supplier, and quality-system domains.
- Suggested activity: compare CAPA, A3, 8D, SIPOC, and statistical tools for a process-performance problem.
- Suggested activity: analyze practice-question distractors and document the reasoning behind the selected response.
- Suggested activity: prioritize knowledge gaps, references, practice needs, and review actions in a readiness plan.

## FAQs

### Who suits CMQ/OE Manager of Quality Exam Preparation, and what does it assume?

CMQ/OE Manager of Quality Exam Preparation suits experienced quality, excellence, and improvement professionals. It assumes practical exposure to quality-management decisions and is not an introductory course.

### How does CMQ/OE exam preparation differ from an ISO 9001 foundation course?

CMQ/OE exam preparation spans leadership, strategy, customers, suppliers, teams, systems, and improvement decisions. An ISO 9001 foundation course concentrates on the requirements and application of one quality-management-system standard.

### Which Body of Knowledge guides CMQ/OE exam preparation?

The current CMQ/OE Body of Knowledge guides the domain structure, cognitive expectations, and practice focus used in the course.

### Does CMQ/OE exam preparation guarantee examination success?

CMQ/OE exam preparation supports structured review and diagnostic practice but does not guarantee examination success, determine eligibility, or confer a professional credential.

## Conclusion

Participants take back a CMQ/OE Readiness and Revision Plan. It combines domain findings, scenario-practice results, knowledge gaps, reference priorities, and timed review actions. The plan changes broad examination preparation into a focused sequence of evidence-based study and practice decisions.